



FOR IMMEDIATE RELEASE

**TRANSCEND COMMUNICATIONS, INC., OF MINNEAPOLIS, MINNESOTA,  
IMPLEMENTS THE SHORETEL IP TELEPHONY SOLUTIONS WITH SOLUTION  
BUILDERS**

*Reliable, easy-to-use and cost-effective IP phone system dramatically  
improves productivity and communications.*

**February 9, 2007 | Transcend Communications, Inc.** today announced it has signed an agreement with Solution Builders, located in Bloomington, Minnesota to implement a ShoreTel IP Telephony Solution.

In an interview with Daniel Melling, President of Solution Builders, she stated that once she had viewed the ShoreTel VoIP System at another business, she realized this solution hit the sweet spot for their future. "Our existing Cisco System didn't have a good handle on maintenance or a good support channel," said Melling. Daniel was previously a phone vendor allowing her to be exposed to several types of systems. "The VoIP solution was attractive to us. The Find-Me Follow-Me feature, Personal Call Manager, and great integration with Outlook, are great applications and very important to us. It allows us to stay in touch with the staff more efficiently and have the staff be more in-tune to messages via email, which cuts down on response time." Daniel also stated that process with Transcend enhanced the whole experience. "The Transcend team came through with an overall positive transition during the installation," said Melling.

**About Solution Builders**

Solution Builders is a full service technology service and consulting company providing customers with superior technology infrastructure and networking support, project management, consulting, internet solutions, and more. The people at Solution Builders share a common mission and that mission is to provide their customers with the best technology services available in the market place. The people of Solution Builders are not just technology experts; they know how to work with people. Their results are technology solutions that helps businesses grow, improve customer service levels, reduce costs, and increase employee efficiency.

**About ShoreTel**

ShoreTel is a leading provider of IP telephony solutions. ShoreTel voice systems provide enterprise customers with a number of key benefits. ShoreTel's distributed software architecture and switched-based hardware platform extends enterprise-class voice services to every office and outpost, keeping employees fully connected wherever they go. Founded in 1998, ShoreTel has achieved broad industry recognition for its technology. For the last four years, IT executives surveyed by Nemertes Research, an independent research firm, have rated ShoreTel highest in customer satisfaction among leading enterprise telecommunications systems providers. ShoreTel



is headquartered in Sunnyvale, California and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany.  
For more information, visit <http://www.shoretel.com/> or call 1-877-80SHORE.

### **About Transcend Communications**

*People. Experience. Service.*

Transcend was established in 1985 and has over 4,000 customers.

By definition, Transcend is a Value-Added Reseller and systems integrator that designs, develops, deploys and supports network, data security and IP telephony solutions. By reputation, Transcend is known for taking the lead in providing customers with state-of-the-art technology to maximize the productivity of their data infrastructure.

For more information on Transcend, visit [www.transcendinc.net](http://www.transcendinc.net) or call 800-800-0353.

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