



Karge Olsen
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FOR IMMEDIATE RELEASE

35W BRIDGE VICTIM BENEFITS FROM SUPPORT OF HIS TEAM AND THE SHORETEL PHONE SYSTEM.

July 31, 2008 | Minneapolis, Minnesota | Transcend Communications' employee, Karge Olsen, Services Manager found great benefits as being part of the Transcend Team after his horrific accident last year. After one year and six surgeries, Karge is reflecting on the past year as being a time for him and his family to heal. "If it were not for the Transcend Team and our ShoreTel phone system, I would not have been able to support my family," comments Olsen.

Olsen's job at Transcend involves keeping the company's service levels at world-class. He has nine employees reporting to him, Service Coordinators and Technicians that keep Transcend's support team performing at expected levels. Daily Olsen tracks volume and metrics of the service team. The ShoreTel phone system has allowed him to stay connected anytime and anywhere. He is able to control all call handling from his cell phone whether it is calls from his team, calls from customers or calls from other staff needing his assistance. "Karge is living proof of what we sell at Transcend: trusted partnership, mobility and business continuity for events like what happened to Karge," states George Demou, President and CEO of Transcend Communications.

Olsen also feels tremendous gratitude towards his team. After the fall of the 35W Bridge, Transcend members immediately began supporting Olsen's family. The team created 'Olsen Family Meals on Wheels,' monetary donations matched by the company, donated vacation time as well as a Transcend van until Olsen was able to replace his totaled vehicle. "I have been able to better utilize my vacation time and family time with the ability to work from home. Vacation days have allowed me to have six surgeries with recovery time. Today's mobility options with phone and VPN capabilities have extended my recovery time and allowed me to still fulfill my job for Transcend," comments Olsen.

Olsen has just finished surgery number six and is back at work for the 1 year anniversary of the bridge collapse. He and his father-in-law have a book in production titled "Bridges Don't Fall Down," due for release in mid-August. All royalties from the sales will go to support other victims of August 1st and hopefully give them benefits that Olsen has graciously accepted.

About Transcend Communications

People | Experience | Service

Transcend has sold phone systems since 1985 and has over 3,000 customers.

By definition, we are a Value-Added Reseller and systems integrator that designs, develops, deploys and supports network, data security, IP video, and IP telephony solutions. By reputation, we are 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 or call **800-800-0353**.

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