

# Blackbox

## Introduction

This case study of Blackbox is based on a January 2017 survey of MultiTech Systems customers by TechValidate, a 3rd-party research service.



“MultiTech is always responsive to my needs.”

“MultiTech enabled us to take a range of modems that we could promote globally through our catalog because they had worldwide approvals and easy options for country specific requirements. They also enabled us to provide global VoIP solutions that were easy for us to install and support.”

## Challenges

- Decided to work with MultiTech for the following reasons:
  - Comprehensive product portfolio
  - Responsiveness to their needs
  - Ease to collaborate with
- Rates the importance of the following factors in regards to its influence in deciding to purchase a MultiTech product:
  - MultiTech’s trustworthy products: extremely important
  - MultiTech’s quality service: extremely important
  - MultiTech’s Certifications: extremely important

### Company Profile

Company:  
**Blackbox**

Company Size:  
**Large Enterprise**

Industry:  
**Computer Services**

## Use Case

The key features and functionalities of MultiTech Systems that the surveyed company uses:

- Has been a customer of MultiTech for more than 10 years.
- Uses the following products:
  - Analog modems
  - Fax servers or VoIP gateways

### About MultiTech Systems

MultiTech designs, develops and manufactures communications equipment for the industrial Internet of Things – connecting physical assets to business processes to deliver enhanced value.

Learn More:

[Multi-Tech Systems, Inc.](#)

## Results

- Experienced the following benefits from working with MultiTech:
  - Unrivaled product quality
  - Responsive expertise
- Completely agrees that MultiTech’s reputation for keeping business connected to assets through innovativeness with technology was a critical factor in choosing MultiTech.