



You speak...We listen.



VoiceRite, Inc.

VoiceRite, Inc. (A private company) is a global provider of solutions in the areas of self-service, contact center and unified messaging. The company's products are designed for medium to large enterprises where unified communications are critical to improve performance, increase productivity and achieve predictable success.

History

VoiceRite has grown from a small one-product start-up to a diverse company that is an innovator in unified communications, offering complete solutions for telephone self service, person-to-person service and unified messaging. The company was founded in 1986 by Joshua Schragar in Miami, Florida. VoiceRite was chartered to develop one of the first Fax-on-demand systems in 1987 and POET - one of the first Unified Messaging System - in 1993.

Contact Center

VoiceRite resells, designs, develops, deploys and maintains Cisco's Unified Contact Center Enterprise, Cisco Unified Express and Customer Voice Portal.

Cisco Specializations:

- Advanced Unified Communications
- ATP - Unified Contact Center Enterprise
- ATP - Customer Voice Portal
- Cisco Premier Partner

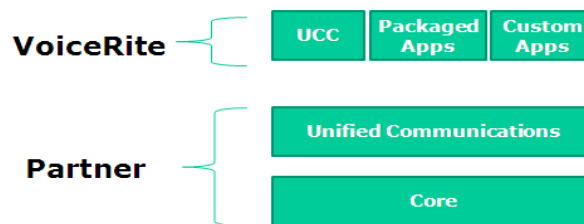
Introduction

VoiceRite is a leading provider of Telephony based Unified Communications, Call Center and self-service solutions. VoiceRite both develops application software and integrates products from key technology leaders such as Cisco and IBM, to design, deploy and maintain a communications infrastructure for medium to large enterprises. VoiceRite products are deployed in Fortune 100 companies

VoiceRite gives its customers an edge in implementing the best products quickly while reducing costs and service risk. From external facing customer service to internal employee communications, VoiceRite delivers solutions for the most difficult challenges that confront companies who are pushing their infrastructure to the limit, with email, voice mail, instant messaging, presence, telephone and video.

Partners' Partner

VoiceRite's foundational knowledge and expertise in complex, integrated solutions allows us to work with Unified Communications companies as a true partner. VoiceRite's software and services depth of knowledge in the self-service, person-to-person service, contact center and back office integration, allows your company to focus on the design, deployment and implementation of your core products and services. Working together as a team, both VoiceRite and its partners are able to deliver the best of breed solutions to our common customers.



Professional Services

Cisco Contact Center Design, Deploy, Support and Maintenance - VoiceRite is a Cisco Premier Certified partner with specializations in Advanced Unified Communications and Advanced Technology Partner for Unified Contact Center Enterprise (UCCE). We design, sell, deploy, manage and maintain Cisco Unified Contact Center Enterprise and Express. We focus on highly technical/challenging contact center designs, which require a higher level of engineering skill set.

Cisco Customer Voice Portal (CVP) Design, Deploy, Support and Maintain - As a certified Advanced Technology Partner for Cisco Unified Customer Voice Portal (CVP), VoiceRite brings its significant experience in the areas of VoiceXML speech application development, and IP telephony to bear on custom and packaged CVP applications. VoiceRite is unique in that it is expert in speech user interface design (from developing packaged products like Name Dialer and Password Reset), contact center design, and software development.



Unified Messaging

VoiceRite resells IBM Unified Messaging (IBM UM), and designs, develops and deploys a family of clients for IBM UM. As a unified messaging solution, it is unrivaled in scalability, reliability and openness. With the addition of VoiceRite's Clients, IBM UM provides access to messages on the go from a wide variety of devices.

The Clients include:

- Client for Lotus (plug-in for Sametime and Notes)
- Desktop Client (standalone)
- Web Browser Client
- Clients for Blackberry and Windows Mobile 6
- Client for Cisco Telephones

Packaged Products

VoiceRite's packaged telephony applications are designed to automate simple, repetitive tasks to give your employees more time to focus on serving customers and generating revenue.

These applications include:

- Caller Connect
- Retail Connect and Retail Direct - Approved Cisco SIP (Solution Incentive Program)
- Bank Connect and Bank Direct
- Password Reset
- Menu Maker
- Name Dialer
- Bus Route Locator

Interoperability and Standards

VoiceRite is a leader in interoperability and standards. VoiceRite products are developed in Java and C++ utilizing standards like J2EE, VoiceXML, SQL and Linux. Our Caller Connect product is validated for use in the Cisco Retail Industry Solution Partner Program and within the IBM Retail Integration Framework.

IBM Unified Messaging Design, Deploy, Support and Maintenance - VoiceRite

designs, sells, deploys and maintains some of the largest voice mail systems in the world for customers like IBM and Verizon. We have offices in the US, UK and Australia, dedicated to managing our customer's Unified Messaging systems so they can focus on their core business, and save money. Many large companies underestimate the mission critical nature of their voice mail systems. We can help you avoid costly voice mail outages and give you the superior messaging capabilities needed in today's competitive landscape.

VoiceRite and IBM have over a 20 year history including a partnership whereby VoiceRite resells IBM WebSphere, DB2 and Informix database products. In addition, VoiceRite is IBM Retail Integration Validated for our products that use SOA, DB2 and WebSphere Application Server. For Lotus products, VoiceRite has Notes and Sametime solutions that are validated Ready for IBM Lotus Software.

Headquarters: VoiceRite, Inc.
2501 Davie Road, Suite 230
Ft. Lauderdale, FL 33317
United States of America
Office: +1-954-653-2600
Fax: +1-954-653-2565
Email: sales@voicerite.com

Offices: VoiceRite, Ltd
26 Broadmarsh Business Centre
Harts Farm Way
Havant Hants PO9 1HS
United Kingdom
Office: +44 (0) 2392-449-633
Fax: +44 (0) 2392-449-635
Email: sales_emea@voicerite.com

VoiceRite Pty Ltd
Suite 107
Macarthur Point
25 - 27 Solent Circuit
NorWest Business Park Baulkham Hills
NSW Australia 2153
Office: +61 (2) 8853-6100
Fax: +61 (2) 8550-7386
Email: sales_ap@voicerite.com

For More Information

If you would like more information on, please call 954-653-2600 or email us at sales@voicerite.com



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