



OAISYS Company Fact Sheet

Company Highlights:

- Privately held, self-funded ownership structure
- 45 employees
- Profitable every quarter since inception in 1996
- Strategically partnered with leading business telecommunications solutions providers, including Avaya, Mitel, ShoreTel and Toshiba
- Indirect sales only through Authorized Channel Partner network
- Channel expansion occurring within EMEA and CALA regions

Management Team:

Brian Spencer, President
Skip Welch, Chief Technology Officer
Eddie Lewis, Controller
Gary Dumbrowsky, Director of North American Sales
Richard Kek, Director of Engineering
Bill Johnson, Director of Marketing
Doug Ames, Director of Operations

Key Products:

Tracer is the industry's leading contact center management solution, delivering enterprise-class call recording functionality paired with advanced quality assurance, personnel development and reporting tools, as well as optional synchronized screen recording capabilities. It reduces training costs and increases revenue, driving overall contact center profitability.

Talkument® personal voice documentation and collaboration software creates digital media documents from business telephone calls, making them available to organize, retrieve, playback, annotate and share as needed. It provides company-wide control over risk management, quality assurance, customer retention, dispute resolution and other critical business concerns.

Awards:

- 2010 and 2009 TMC Product of the Year
- 2010 TMC Labs Innovation Award
- 2010 TMC IP Contact Center Technology Pioneer Award
- 2011 and 2010 TMC CRM Excellence Award

Markets/Industries Served:

- Small-to Medium-sized Businesses
- Multi-site Large Enterprises
- Automotive Dealerships
- Healthcare
- Financial Services
- Public Sector
- Transportation

About OAISYS:

OAISYS® (www.oaisys.com) is a leading developer of call recording and contact center management solutions for a wide range of organizations, from small- to medium-sized businesses to multi-site large enterprises. The OAISYS voice documentation and interaction management solutions help companies within a variety of industries—including healthcare, automotive dealerships, financial services, and the public sector— attract and retain customers by digitally capturing phone-based interactions for simple retrieval, playback and management. Compatible with leading business communications systems, including those from Avaya, Mitel, ShoreTel and Toshiba, OAISYS Tracer and Talkument applications help companies improve risk management, quality assurance, customer retention, dispute resolution, regulatory compliance requirements and other critical business concerns. OAISYS is headquartered in Tempe, Arizona, and OAISYS Limited is located in Cambridge, England.

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