



OAISYS Launches Professional Services Program for Call Recording Solution Deployment

Helps Customers Meet Business Objectives Quickly and Reliably

TEMPE, Ariz., December 08, 2010 —[OAISYS](#)[®], a leader in business call recording and contact center management solutions, today announced the immediate availability of its new [Professional Services](#) program.

Customers using OAISYS Professional Services can leverage their OAISYS solution investment with the company's proven deployment expertise to optimize overall business performance benefits and accelerate time-to-value. OAISYS Professional Services team members, highly experienced in solution implementation, process integration and deployment best practices, work closely with the customer and channel partner to ensure success throughout the planning, installation and product use phases. Their goal is to facilitate the streamlined implementation of an OAISYS [Tracer](#) or [Talkument](#) call recording solution, helping customers to quickly and reliably meet their business objectives.

The OAISYS Professional Services portfolio includes Pre-Configuration Remote Installation and On-Site Installation Services. Both options provide expert solution deployment and installation through a combination of off-site preliminary setup in OAISYS' lab environment and additional on-site configuration assistance over the phone and via the internet or in person.

"In the majority of cases, our channel partners and customers can easily manage the set-up and installation of our solutions by utilizing the free-of-charge support provided through our JumpStart Services program," said OAISYS President Brian Spencer. "However, for those solution deployments with special requirements or unique circumstances, Professional Services makes our expert staff available to ensure OAISYS solutions are properly installed, operating as expected and providing the customer with return on investment as quickly as possible. We expect these services to be of particular value to our international customers and channel partners as we continue our global expansion efforts."

Since the initial introduction of the program to pilot testing last year, OAISYS Professional Services personnel have been deployed on eight installations in four countries, with three more scheduled before the end of the year.

One of the recent installations was for Telecommunication Services of Trinidad and Tobago's Operational Risk and Security Service Unit, which needed to introduce sophisticated call recording into its communications network, record and live monitor agent interactions in its 20-seat contact center and capture all calls from start to finish.

OAISYS planned a single-server configuration of the Tracer solution to meet all of their recording and monitoring requirements, and then sent a Professional Services technician on-site to deploy the system. The Tracer solution was up and fully operational in two business days, including user training.

"OAISYS' success in the marketplace has been largely driven by two key factors," Spencer said, "our technical innovations and our focused commitment to reliably serving and supporting the needs of our customers and channel partners. Our Professional Services portfolio delivers proven best practices and deployment expertise in support of our award-winning call recording and interaction management solutions, helping our customers to better maximize the value of their OAISYS investment."

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 system providers, including 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, Ariz. OAISYS Limited is located in Cambridge, England.

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