



## **OAISYS Named Top Mitel DataNet CommSource Vendor for Third Straight Year**

*Unveils Ground-breaking Technology Innovations at Mitel Business Partner Forum*

**Tempe, Ariz. July 7, 2009:** OAISYS®, a leading provider of call recording technology, today announced that it received the Mitel® DataNet CommSource Vendor of the Year Award for the third consecutive year. The award was presented at the 2009 Mitel Business Partner Forum held June 18-20 at the Red Rock Resort in Las Vegas.

Mitel DataNet CommSource is the division of Mitel that provides an extensive portfolio of add-on, peripheral and application-specific communications products designed specifically to integrate with and enhance the Mitel core product line.

“We are extremely honored to be recognized by Mitel once again,” said Brian Spencer, President of OAISYS. “OAISYS is committed to successfully integrating innovative technology, processes and people to deliver measurable success for the Mitel channel. Continuing this winning streak in a challenging economic environment is a clear indicator of the strength of our call recording solutions and the true value of our service and support.”

Ryan Donovan, DataNet National Sales Director, said, "Even as the economy creates new challenges, OAISYS has worked diligently and successfully to provide the Mitel channel with the highest quality products and support—their dedication to resellers and end-users is truly the definition of customer focus. OAISYS solutions provide exceptional opportunities for business process improvement, regulatory compliance and liability protection, and this win certainly reinforces that.”

OAISYS offers two award-winning software solutions to address the call recording and call center management needs of companies throughout a wide range of industries. Tracer, the professional interaction solution for call centers, allows organizations to record calls, conduct live and auto call monitoring, evaluate and rank employee performance and archive calls for later playback and review. Talkument®, which is bundled with Tracer in an unlimited user license or available for purchase as a stand-alone application, is an innovative, patent-pending voice documentation solution that enables individual businesspeople to store, organize, play back, annotate and share calls for collaboration and process compliance.

OAISYS showcased these solutions during the Technology Expo portion of the Mitel Business Partner Forum and also demonstrated cutting-edge prototype technologies made possible by the OAISYS Web Services Application Programming Interface (API). These included OAISYS Mobile Recall, which enables mobile web access to recorded calls anytime, anywhere via a smartphone, PDA or other mobile device, as well as Microsoft Dynamics® CRM integration and podcasting functionality.

“There are many exciting changes under way in our industry, but two factors that are unyielding are the expectations our customers and partners have for us—and the high standards we have for ourselves. As we look to the future, OAISYS will continue to pursue the development of cutting-edge, innovative products and services while maintaining a daily focus on operational excellence,” Spencer said.



**About OAISYS:**

OAISYS ([www.oaisys.com](http://www.oaisys.com)) is a premier developer of customer interaction solutions for small to medium size businesses and call centers. Our solutions help companies attract and retain customers by digitally capturing customer interactions for simple retrieval, play back and management through intuitive interfaces to fit various users' needs. We integrate with leading telephone systems to provide a communications solution that enables companies and employees to communicate more quickly, easily and efficiently.

**About Mitel**

Mitel delivers flexibility and simplicity in smart unified communications solutions and applications for organizations of all sizes. Combined with a full range of managed services that include voice and data network design and traffic provisioning, custom application development, and attractive financing options, Mitel is reinventing how successful organizations gain competitive advantage by easily collaborating and communicating over distance and time with customers, colleagues and partners. Mitel's ([www.mitel.com](http://www.mitel.com)) U.S. headquarters are in Phoenix, Arizona. Global headquarters are in Ottawa, Canada, with offices, partners and resellers worldwide.

###