

HIGH TECHNOLOGY OPPORTUNITIES

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The Canadian CTI Initiative

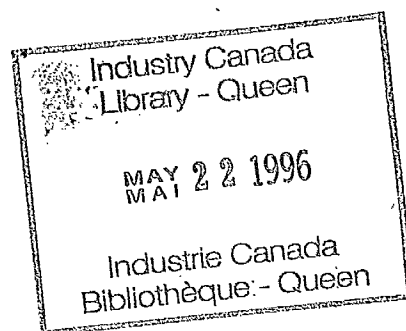
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THE CANADIAN CTI INITIATIVE

SPONSORED BY

Department of Foreign Affairs and
International Trade

Industry Canada



THE CANADIAN COMPUTER-TELEPHONE INTEGRATION (CTI) INITIATIVE—THE PROGRAM AND ITS OBJECTIVES

The Government of Canada has identified Computer-Telephone Integration (CTI) as an upcoming technology which presents a wide range of opportunities for Canadian CTI suppliers in the North American and International markets.

The "Canadian CTI Initiative" is designed to explore these opportunities and to help position the Canadian CTI industry as an important and influential force within the global CTI market. The objectives of the program are to:

- Demonstrate the combined strengths of the Canadian CTI industry and the unique individual strength of each player, thereby creating a special Canadian awareness within the international CTI community;
- Attract international investment to Canada;
- Facilitate strategic alliances, partnerships and joint ventures with international organizations;
- Assist Canadian CTI players in identifying and selecting foreign international distributors;
- Help Canadian CTI players gain market share and become more competitive.

The publication profiles Canadian-based companies that provide CTI hardware and software products or related integration and consulting services.

The program is jointly sponsored and organized by the Investment, Prospecting and Technology (TIR) Branch of the Department of Foreign Affairs and International Trade, and the Information Technology Industry Branch (ITIB) of Industry Canada.

Any organization wishing to explore partnership opportunities with any of the companies listed in this publication is welcome to contact the management of the listed companies directly. Canadian-based companies that are active in the CTI marketplace but not listed in this guide are invited to contact the TIR Branch or Industry Canada to ensure their inclusion in future issues of this publication.

Any further inquiries may be directed to:

Investment and Technology Bureau
Department of Foreign Affairs and
International Trade
125 Sussex Drive
Ottawa, Ontario
Canada K1A 0G2
Telephone: (613) 995-0796
Fax: (613) 944-1574

or to:

Telecommunications Directorate
Information Technology Industry Branch
Industry Canada
300 Slater Street, 18th Floor
Ottawa, Ontario K1A 0C8
Telephone: (613) 954-3452
Fax: (613) 952-8419

LIST OF PARTICIPATING COMPANIES

The Canadian CTI Initiative is proud to present information on Canadian-based companies that have joined the program. These companies are divided into two categories, based on their expressed participation level of interest.

The "Listing & Partnering" category represents those companies that are seeking strategic partnership in one or several of the following areas: Joint R&D, Technology Transfer/Licensing, Financial Investment, Joint Marketing and Distribution/Dealership. The "Listing Only" category represents those

companies that want to provide information on their products and services, but have not specified a partnering interest.

Irrespective of the participation category, the company profiles are presented in this publication in alphabetical order, by company name. These company profiles contain information that was submitted by the listed companies in writing, for the purpose of inclusion within the publication. The following is a list of participating companies and their participation level of interest:

"LISTING & PARTNERING" PARTICIPANTS

BCB Technology Group Inc., The
CallPro Canada Incorporated
CanadianLYNX
Compro Communications Inc.
Computer Talk Technology Inc.
Cygnus Technology Ltd.
dba Telecom Corporation
DMR Group Inc.
Esna Technologies Inc.
Globestar Systems Inc.
IBM Canada Ltd.
Incotel Communications Systems Ltd.
Info Systems
Innings Telecom Inc.
Intellect Solutions Inc.
Interalia Inc.
InterLogic Systems Inc.
Introtel Communications Inc.
Ive'n' Di-rect Communications
IVR interACTIVE Voice Response Systems Inc.
JFB MicroSystems Inc.
Kolvox Communications Inc.
LGS Group Inc.
MCI Multinet Communications Inc.
MediaSoft Telecom Inc.

Mitel Corporation
Modular Telephone Interface Ltd.
MPR Teltech Ltd.
Northern Telecom
Pika Technologies Inc.
Please Hold Canada Inc.
Pronexus
Rainbow Software Inc.
Smart Technologies Inc.
Softel
Speech Technology Research Ltd.
Stentor Resource Centre Inc.
Telecomsyst Services Inc.
Telcorps
Term Communication Services Inc.
TKM Communications Inc.
Trisoft Systems Inc.
TSB International Inc.
TTS Meridian Systems Inc.
Vive Synergies Inc.
Voice-It Software Inc.
VoiceGate Technologies Corporation
VOX Technology
Zenox Communications Corporation

"LISTING ONLY" PARTICIPANTS

Bell Sygma Inc.
Brock Telecom Limited
Commstar Voice Messaging
MCK Telecommunications Inc.
Norstan Canada Inc.
Prima Telematic Inc.
Resource Software International Ltd.
Spectrum Signal Processing
Szeto Technologies Inc.

THE CANADIAN CTI INDUSTRY— UNIQUE OPPORTUNITIES FOR INTERNATIONAL INVESTMENTS AND STRATEGIC ALLIANCES

The Computer-Telephone Integration (CTI) marketplace continues to gain momentum. New hardware and software products are being introduced at an ever-growing pace, CTI standards continue to evolve and gain wide acceptance, powerful CTI applications are becoming available, and an increasing number of major telecom, computer and software suppliers embrace the new trend.

Major industry analysts estimate that the total global CTI market (in terms of total \$ revenue) will grow from \$450 million in 1994 to approximately \$6 billion by the end of the century. This growth will be fueled, in the next few years, by a significant reduction in the cost of CTI implementations. As users realize the potential benefits of CTI in terms of office/personal productivity improvements, a major shift will occur from a Call Centre focus to the SOHO (Small Office/Home Office) marketplace.

While fast emerging as the innovation focal point of the business communications industry, CTI is transforming the shape of the telecommunication marketplace:

- From closed, proprietary standalone systems to open systems well suited to operate in client-server environments;
- From single media solutions to multimedia (incorporating voice, fax, text, image and video);
- From hardware to software dominance;
- From technology to application focus;
- From code-based to GUI-based application development platforms;
- From generic to customized solutions;
- From cumbersome to user friendly interface (e.g. visual messaging and speech recognition);
- From traditional to new distribution channels;

- From simple to complex customer support capabilities;
- From local to global markets.

New realities have arisen and several market trends are becoming evident. No one single supplier will dominate the newly created market nor will it provide complete CTI solutions on its own. There will be an increased dependence on an extensive, stable and loyal channel of system integrators and third party developers, to facilitate delivery of fully integrated CTI solutions to customers. Traditional telecom and computing distribution channels will have to adapt their operational methods to meet the complex needs of the CTI market. And finally, joint ventures, partnerships and strategic alliances will prove to be critical elements to success, as they allow suppliers to leverage technologies, skill sets, client bases, support and marketing capabilities.

This evolution presents enormous challenges and opportunities to all CTI players, large or small, as they race to develop and introduce new products and/or services, designed to meet the needs and expectations of the marketplace.

As this publication demonstrates, the Canadian CTI industry has met this challenge with great success. It has introduced an extensive range of innovative products and services which range from hardware to software CTI solutions, from advanced research and development capabilities to advanced speech recognition algorithms and from systems integration to CTI consulting expertise.

We invite you to get acquainted with the companies profiled in the "Canadian CTI Initiative" and discover how you can benefit from the unique opportunities they present for investment and strategic alliances.

THE BCB TECHNOLOGY GROUP INC.

418 Hanlan Rd. Unit 4
Woodbridge, Ontario L4L 4Z1
Telephone: (905) 850-8266
Fax: (905) 850-8276

CONTACTS

President: Kenneth G. Murton
Exec. VP/COO: Zev Hershtal

COMPANY PROFILE

No. of Employees: 14
Annual Revenue: Over \$1 Million
Percentage of CTI Revenue: 50%

BUSINESS DESCRIPTION

BCB develops and markets CTI and other computer-based products based on its proprietary technology.

MAJOR PRODUCTS/SERVICES:

- 'PC-DART' Digital Dictation System
- 'MURF' Digital Recording & Transcription for legislative assemblies
- "COURTROOM-DART"

COMPANY HISTORY

Founded October/92. Sales year one of \$284,000 and year two of \$1,050,000. Strong competitive position in digital dictation and Voice-Logging markets using customer's own computer network.

MAJOR ACHIEVEMENTS

Designed and installed multiple unit recording system in House of Commons, Ottawa for recording and transcription of all general assembly and committee room sessions.

SPECIFIC CTI EXPERTISE

Developed own IVR System, "Tone-Talker" for fast & easy IVR program application. "Tone-Talker" converts any touch-tone telephone into a computer terminal.

CTI PRODUCTS UNDER DEVELOPMENT

"Log-It" for digital Voice-Logging

PARTNERING INTERESTS

Financial Investment

EXPORT MARKETS OF INTEREST

United States Europe Latin America

CURRENT MARKETING ACTIVITIES

Building strong dealer network in USA, UK and Canada for distribution of PC-DART digital dictation product line.

BELL SYGMA

483 Bay St., 15N
Toronto, Ontario M2G 2E1
Telephone: (416) 215-2550
Fax: (416) 596-7471

CONTACTS

President: Kamil Khan
VP of Business Development: Mary Louise Wittig
VP of International Sales: Stephen Thompson, Levi Perez

COMPANY PROFILE

No. Of Employees: 3600
Annual Revenue: \$655 Million

BUSINESS DESCRIPTION

Bell Sygma Inc., a wholly-owned subsidiary of Bell Canada, is the premier provider of telecommunications solutions and is one of Canada's largest providers of end-to-end systems management and network management services. Bell Sygma creates a sustainable competitive advantage for customers by delivering effective, information technology-based solutions that integrate communications and computing. The company employs over 3,500 specialists with locations in Canada, the United Kingdom, the United States, Australia, Bangkok, and Uruguay. And currently has engagements in the Middle East and Latin America.

MAJOR PRODUCTS/SERVICES

An Integrated Call Centre provides an opportunity to centralize a company's front line customer contact force into one extremely knowledgeable, effective and efficient team. The result is improved customer service, reduced expenses and increased opportunities to upsell customers with additional products/services.

A fully Integrated Call Centre can consist of the following key components: Client-Server Applications, Telecommunications Facilities and Services, Interactive Voice Response, Computer Telephony Integration, Customer Contact Management, Automated Dialing and Workforce Management.

Bell SYGMA has developed software products and helped integrate all of the above components to successfully convert several Bell Canada Integrated Call Centres. This has permitted knowledgeable Bell Canada agents (Customer Service Representatives) to provide improved service to both Business and Consumer customers while reducing operating expenses and increasing sales revenues. The continuous improvements developed to enhance performance, reliability and operability of this client-server environment are now being offered to other companies seeking an integrated Call Centre solution.

BROCK TELECOM LIMITED

100 Strowger Boulevard
Brockville, Ontario
Canada K6V 5W8
Telephone: (613) 342-6621
Fax: (613) 498-3601

CONTACTS

President: Ken Law (Plant Manager)
VP of Sales & Marketing: Dave Fewer
(Director of Marketing)

COMPANY PROFILE

No. of Employees: 685
Annual Revenue: Over \$100 Million
Percentage of CTI Revenue: 3% Target in 1995

BUSINESS DESCRIPTION

Brock Telecom is an 11 acre (44,000 square meters) facility located in Brockville, Ontario. The main thrust of the Company is in the area of Telecommunications Hardware Manufacture. During the past 4 years, however, additional successful Business Units have developed in the areas of Distribution and Interactive Voice Response Software Development. Each of the Business Units at Brock Telecom is self sufficient in operation and is designed to provide the best Customer Focus and Service possible. Just-In-Time manufacturing principles are monitored by our state-of-the-art MRP II Manufacturing Management System. This coupled with our commitment to Continuous Quality Improvement help us to meet our Mission of being the world's most responsive provider of innovative telecommunications solutions.

MAJOR PRODUCTS/SERVICES

Brock Telecom offers a wide range of customer focused Manufacturing and Software Development services. In the area of Manufacturing, Engineering teams use CAD/CAM tools to assist in the design and development of new products. Hardware assembly capabilities range from high volume circuit pack assembly to the delivery of fully configured systems to individual customer requirements. Circuit Pack Expertise exist in surface mount and through-hole technology. Additional manufacturing focus exists in high volume Meridian telephone set assembly including Just-in-Time principles. Brock Telecom offers a wide range of testing capabilities to ensure that all products are thoroughly proven at all stages of the manufacturing process prior to shipment. Our Original Equipment Manufacturing Group specializes in the distribution of telephone Head Sets. In the area of Software Development, Brock Telecom uses Object Oriented Design to provide flexible Interactive Voice Response Solutions. Our software allows users to develop and modify applications running on Northern Telecom Meridian IVR hardware.

CALLPRO CANADA INCORPORATED

30 East Beaver Creek Road, Suite 103

Richmond Hill, Ontario L4B 1J2

Telephone: (905) 886-6600

Fax: (905) 886-6938

CONTACTS

President: Brian Cott

VP of Business Dev.: Frank Tersigni

Sales Manager: Jim Reid

Marketing Manager: Kevin Bertsch

COMPANY PROFILE

Number of Employees: Over 50

Annual Revenue: \$6 Million

Percentage of CTI Revenue: 10%

BUSINESS DESCRIPTION

CallPro Canada offers unique, tailored systems combining custom-developed software with industry leading platforms from Octel Corp. and others to offer complete voice and fax messaging, interactive voice response, ACD and integrated LAN telephony. Our in-depth consulting provides solutions with rapid payback and immediate effectiveness. Customers include government, education, industry and health care providers.

MAJOR PRODUCTS

CareWorks: monitors voice and fax mail usage to ensure employees meet corporate responsiveness standards;

QuickFax: a fax broadcast system which can automatically send faxes to hundreds of locations;

FaxBack: a fax access system which provides external callers with access to thousands of on-line fax documents;

TaxLine: automatically provides callers with status on civic tax and water accounts using touch-tone phones;

RosterPhone: lets callers automatically register for courses, events and seminars, or reserve venues using touch-tone phones;

BenefitsLine: lets callers choose from menu of employee benefits, query claims status, etc.

GuestLink: dynamic room messaging for hotel guests;

P/S Link: allows dynamic messaging between professors and students at major educational institutions.

COMPANY HISTORY

CallPro Canada was formed seven years ago to address the growing needs of the Canadian voice mail and voice processing market. Since that time, it has grown into a recognized leader in the development of custom and packaged software solutions which provide customers with multi-media access to information using the familiar telephone interface. Originally developing solely on the VMX platform, CallPro has introduced a sister company, TelePath Solutions, to provide solutions based on other makers' voice processing hardware. CallPro now

extends the expertise gained in the voice messaging market to the call centre market, with new products based on industry-leading ACD platforms with superior CTI and LAN-telephony interfaces.

MAJOR ACHIEVEMENTS

CallPro is the largest non-telco affiliated vendor of voice mail and voice processing systems in Canada. It has created a number of leading edge integrated voice and data access systems, at all levels of government and industry. Our customers include Canada's major banks, federal, provincial and municipal governments, major educational institutions and FP500 Canadian industries.

SPECIFIC CTI EXPERTISE

CallPro developers are trained in both proprietary and industry standard interfaces, and are closely monitoring developments such as TAPI, TSAPI, and SCSA. CallPro programmers are certified on VMX Works and Octel Transact, and other certifications are in progress or under review. Developers have created solutions using products such as Dialogic and Rhetorex PC-boards, and software from a variety of vendors. CallPro currently has some thirty different integrated voice and fax processing applications running in different locations across Canada.

CTI PRODUCTS UNDER DEVELOPMENT

CallPro will only release information about products under development after appropriate non-disclosure documents have been executed.

PARTNERING INTERESTS

Joint R& D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Europe	Middle East
Latin America	Asia Pacific	

CURRENT MARKET ACTIVITIES

We have approached US dealers of VMX and Octel products to carry specific CallPro packages. We are seeking to expand this through more formal arrangements. We have not undertaken any activities outside of the US and Canada to date.

CANADIANLYNX INC.

111 Granton Drive, Suite 220
Richmond Hill, Ontario L4B 1L5

Telephone: (905) 707-0655
Fax: (905) 707-0653

CONTACTS

VP of Technology: Warren Falerio
VP of Development: Nabil Farhan
Director of Business Development & Marketing: John Girard

COMPANY PROFILE

No. of Employees: 25

BUSINESS DESCRIPTION

CanadianLYNX Inc. specializes in the development of automation systems for call centers, including predictive dialers, voice/data integration, database management, and online reporting. Understanding the convergence of telephony and computer networking that is taking place, CanadianLYNX has assembled a team of communications and software engineers with the skills needed to develop and integrate all the required components and deliver complete call center solutions. By delivering open and scalable systems that exploit client server architecture, the company has clearly demonstrated its commitment to providing systems that their clients can grow with.

CanadianLYNX personnel pride themselves on the level of after-sales support they provide to their customers. They build strong, long-term relationships with their customers with the goal to always be the company of choice for call center solutions.

MAJOR PRODUCTS/SERVICES

The TelePredicter is the CanadianLYNX flagship product. It features a state-of-the-art predictive dialing component, graphical user interface, multilingual on-screen scripting, real-time statistical displays, powerful database management capabilities for sophisticated online and batch reporting, and an open architecture that facilitates easy integration with other server or host applications. By running on an OS/2 platform, the system is fully scalable, multi-tasking and easily customizable. The system can simultaneously support multiple inbound and outbound campaigns.

ChainLYNX is a call center co-ordinator managing all voice and data within an office network, whether local or remote. ChainLYNX enables an agent to receive a call, assemble appropriate information (either by IVR or live) and then transfer both the voice and data components of the call to another agent or specialist. This is ideal for multi-level support as there is no inconvenience to the customer.

COMPANY HISTORY

The founders of CanadianLYNX are dedicated to the empowerment of people, and believe that empowerment is the direct result of linking knowledge with opportunity. The call center solutions they develop are designed to do just that.

The company was also formed because the opportunity to create a new generation of call center automation systems presented itself at the same time as the founding members had gained the technical knowledge needed to address the challenge. The senior managers of CanadianLYNX have an exciting vision for call centers and customer support centers and, more importantly, understand the tools needed to make the vision a reality today.

MAJOR ACHIEVEMENTS

In just two years, CanadianLYNX has brought to market today's most robust, functionally rich, and technically advanced call center support system: the TelePredicter. There are many features that make the product unique and put it well ahead of its nearest competitors, including:

- a graphical user interface
- multilingual on-screen scripting
- sophisticated adaptive call pacing algorithm
- intelligent reactive/predictive call blending
- agent monitoring and measurement
- real-time statistical displays
- advanced reporting capabilities

The product has been developed with easy customization in mind, knowing that call centers all have special and unique requirements.

Perhaps the greatest achievement, however, is the development of a powerful product that can easily be integrated with other applications. Existing clients have successfully integrated the TelePredicter with their own order entry, agent compensation, accounting and documentation sub-systems. This seamless integration of systems is one that provides clients with a major competitive advantage.

The TelePredicter is used by some of the most advanced and demanding call centers in operation, including Bell Canada. Other industry leaders, including Northern Telecom, Bell Sygma and IBM Canada, have formed business relationships with CanadianLYNX and recognize that the TelePredicter is unique in terms of the exceptional power and flexibility it puts in the hands of the call center.

SPECIFIC CTI EXPERTISE

CanadianLYNX was formed in response to the demand from the call center market for systems that meet voice and data needs in an integrated fashion. The TelePredicter and ChainLYNX are both scalable, open systems that integrate voice and data, and integrate easily with other call center applications. The systems are ideal choices for call centers planning for growth and looking for long-term solutions. Powerful utilities built in to the TelePredicter show the high level of voice/data integration provided. For example:

- import and export of data from/to other applications
- specification of precise filters for calling lists
- monitoring and measurement of agent activities
- communication with agents through on-screen messaging
- creation of customized multilingual scripts or call guides
- detailed campaign analysis

Users also appreciate the TelePredicter's highly intuitive, graphical user interface (GUI). By automating all information retrieval and tracking functions previously performed manually by an agent, the TelePredicter enhances the productivity of an agent and reduces the stress that so often leads to agent burnout.

PARTNERING INTERESTS

Joint R &D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Europe	Africa
Latin America	Asia Pacific	Middle East

CURRENT MARKETING ACTIVITIES

With their product now recognized as the most advanced in its class, CanadianLYNX is pursuing distribution and private-label agreements with some of the major players in this market. These agreements will expand upon existing partnering relationships with Northern Telecom, IBM and Bell Sygma. The company feels distributors represent the most efficient way to deliver the TelePredicter to North American, European and other significant markets. CanadianLYNX is demonstrating their products at the annual telemarketing and computer telephony trade fairs, and is attending industry forums in an attempt to meet with as many interested parties as possible.

COMMSTAR VOICE MESSAGING

555 Richmond St. West, Suite 1108
Toronto, ON M5V 3B1

Telephone: (416) 947-9118
Fax: (416) 947-0300

CONTACTS

General Manager: Ron Waine

COMPANY PROFILE

No. Of Employees: 21
Annual Revenue: \$5 Million

BUSINESS DESCRIPTION

Commstar is Canada's largest national voice messaging network providing services from coast to coast. As Commstar is a service bureau, there is no capital outlay, equipment installation, maintenance or system installation required by our customers. Subscribers benefit from increased productivity through efficient communications and reduced long distance telephone expenses by as much as 40%.

Commstar customers typically consist of larger companies who employ remote field, sales or service personnel across the country or have remote operating units, stores or branch offices. International networking is provided to the USA and UK through networking partners, Octel Services and British Telecom.

MAJOR PRODUCTS/SERVICES

Voice Messaging allows users to exchange messages anytime, anywhere with the use of a telephone. Users can listen to, save and reply to messages, and forward messages to other subscribers. Put simply, voice messaging creates an environment in which information flows freely, without interruption, between all voice messaging subscribers.

Networking links together national and international voicemail systems, creating a powerful company network. Subscribers may send unlimited networked voice messages within Canada for a flat monthly fee.

Regional Flat Rate Long Distance service will allow all users to access voice messaging systems from most areas in British Columbia, Ontario and Quebec, from outside their local calling area, without incurring a long distance telephone charge.

Call Answering allows users to call forward their telephone to a voice mailbox with a personal greeting when unable to receive calls, or have outside callers call the voice mailbox directly.

COMPRO COMMUNICATIONS INC.

1363 Provancher St.
Cap-Rouge, Quebec G1Y 1R7
Telephone: (418) 652-1490
Fax: (418) 652-9803

CONTACTS

President: Jean-Guy Rivard
VP Sales & Mkt: Jean-Francois Langevin (located in Montreal)
Telephone: (514) 333-6649
Fax: (514) 333-5329

COMPANY PROFILE

No. of employees: 35
Annual Revenue: \$2.5 Million
Percentage of CTI Revenue: 35%

BUSINESS DESCRIPTION

Since 1987, Compro is based in Cap-Rouge, a suburb of Quebec City, and has a Sales Office in Montreal as well as dealers throughout the Province for a total of 35 employees. In early 1994, MAXVocal became the new service offered by our salesforce. We had been developing our Voice Mail for two (2) years and it was then ready. So far it has proven to be the best one on the market and most advanced for the different options offered.

MAJOR PRODUCTS/SERVICES

MAXVocal is one of the most advanced voice mail systems on the market and includes "automated receptionist", "electronic voice messaging", "in-fax and fax-on-demand", "interactive info-line", "TVR", etc. Compro is the leader in Quebec for "On Hold Telephone Advertising Messages" and has developed a system that is remotely telephone downloadable.

COMPANY HISTORY

Founded in 1987, the installation of "On Hold Advertising" systems started with an analogical tape player, specially designed for Compro. In 1991 we adopted a digital tape player in order to get a more reliable operation. We also started to sell call sequencers. We were then half-way to voice mail and started our research for the best available equipment. Since we had to be bilingual for our market, we made different tests but did not find anything suitable. We went into R & D to develop our own and we are now ready for exportation.

MAJOR ACHIEVEMENTS

We are the supplier for many Ministries of the Province of Quebec as well as Public Services such as Hydro-Québec, CAA-Québec etc. We also service large corporations across Canada, such as B O C Canada (formerly Canox).

SPECIFIC CTI EXPERTISE

We have installed the summer version of the "Roads Conditions" for the Ministry of Transportation of Quebec; a complete interactive info-line for the real estate industry; Imax info-line in Montreal; restricted 800 access to specific extensions only; order-taking after business hours as well as numerous standard "automated receptionist" and "electronic voice messaging".

CTI PRODUCTS UNDER DEVELOPMENT

Caller ID as well as very detailed reports.

PARTNERING INTERESTS

Distribution/Dealership

EXPORT MARKETS OF INTEREST

Europe or any other good opportunity

CURRENT MARKETING ACTIVITIES

We cover the metropolitan areas with our own sales force and have distributors across the province.

COMPUTER TALK TECHNOLOGY, INC.

225 East Beaver Creek Road
Richmond Hill, ON L4B 3P4

Telephone: (905) 882-5000

Fax: (905) 882-5501

E-Mail: 73043.1746@COMPUSERV.COM

CONTACTS

President and Chief Executive Officer: Mandle Cheung
Application Sales and Marketing: Jennie Cooper
Director, Product Development: Dennis Menard

COMPANY PROFILE

No. of Employees: 25
Annual Revenue: \$4.2 Million
Percentage of CTI Revenue: 50%

BUSINESS DESCRIPTION

Computer Talk Technology, Inc. is Canada's leading supplier of Interactive Voice Response (IVR) and telephony processing systems. CTT's telephony systems are being used today by leading Canadian companies in the financial, technology, retail and government sectors. The Intelligent Call Exchange (ICE) is a client/server product that offers computer telephony integration and all aspects of telephone call management for call centres. ICE includes the functionality of a stand-alone digital automatic call distributor (ACD) as well as integrated features like multi-host voice response, fax, voice mail and management statistics.

MAJOR PRODUCTS/SERVICES

The ICE suite of products include: ICE/ICD, ICE/IVR and PC-Phone. ICE/ICD is CTT's "intelligent" (automatic) call distributor (ICD). ICE/IVR is an interactive voice response (IVR) system with integrated facsimile capabilities. PCPhone is a customizable desk-top product that extends computer telephony integration (CTI) to existing client-based applications and contact management software.

COMPANY HISTORY

CTT is a private Canadian company, founded in 1987. To date, CTT has shipped over 450 systems to some of North America's largest corporations and federal and provincial government ministries. CTT has over 25 employees, half of which are in product development and systems integration.

MAJOR ACHIEVEMENTS

Computer Talk Technology was listed #27 on PROFIT magazine's 1994 annual list of top 100 Canadian companies ranked by revenue growth over five consecutive years from 1988 to 1993. CTT grew 1,574% over that period. With Quorum's capital injection and NRC's research grant, CTT successfully launched its ICE telephone computer in May of 1994. TD GreenLine has adopted ICE/ICD as its standard branch office telephone and CTI platform, replacing the Norstar product from Northern Telecom. AT&T Network Systems has provided a letter of intent to OEM the ICE product.

SPECIFIC CTI EXPERTISE

PCPhone is a desk-top windows application that works in conjunction with ICE to help agents manage telephone calls more efficiently. PCPhone tells the agent who is calling before the agent answers the call, keeps the agent informed about the status of the ACD queue, and provides easy and accurate ways to handle the telephone call. Call centres can construct their own call processing applications such as coordinated call/screen delivery, using the mechanism CTI. CTI is inherent to ICE and PCPhone.

CTI PRODUCTS UNDER DEVELOPMENT

CTT is currently developing ICE/CTI which provides computer telephony integration for all major PBX's (NT, AT&T, Rolm, Mitel, Siemens, etc.).

PARTNERING INTERESTS

Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States Asia Pacific Europe

CURRENT MARKETING INITIATIVES

The company sells its products through a direct sales force in Canada, and through distributors world-wide. CTT has successfully signed up distribution agreements and partnership agreements with companies in US, Belgium/Europe, Australia, Ireland/UK and Singapore/ASEAN.

CYGNUS TECHNOLOGY LTD.

115 Main Street
Fredericton, N.B. E3A 1C6
Telephone: (506) 444-0471
Fax: (506) 444-0698
E-Mail/ Internet: gsmith@cygnus.nb.ca

CONTACTS

President: Glenn Smith
Vice President: Kim Munn
Engineering: Scott Ployer
Software: Ed Mansfield
Operations: Dale Wooden
US marketing: Ed Gundrum

COMPANY PROFILE

No. of Employees: 30
Annual Revenue: \$1.6 Million
Percentage of CTI Revenue: 90%

BUSINESS DESCRIPTION

Cygnus is a systems integrator, specializing in telecommunications solutions. The company provides solutions using available third party hardware and software products, as well as customized and proprietary hardware and software when required. Cygnus can offer unique and innovative solutions to both telecom users and providers, in the fields of Wide Area Networking, ISDN and wireless solutions for voice, data and video applications.

MAJOR PRODUCTS/SERVICES

Services offered by Cygnus include custom software design and device drivers. Operating systems supported include QNX, OS/2, SCO Unix, DOS and Microsoft Windows. Our hardware engineering team can offer design, prototype and limited production of telecom interface equipment based on ISA (PC) technology. Our systems team can deliver turnkey telecom solutions for medium sized applications requiring integration of various telecommunications technologies, such as wireless, POTS and data service.

Products offered are under the trade name of Cygnet. The product can be delivered as a scalable PBX, based on PC architecture, and can include integral radio interfaces, ISDN connectivity, T1/E1 streams, etc. The Cygnet system can be utilized within an emergency response communication system, such as an ambulance despatch system and a call centre. Other applications include: inverse multiplexers, T1/E1 breakouts, intelligent front end for older PBX's, demand router for traffic overflow (distributed call centres). Custom interfaces and software can be delivered for specialized requirements.

COMPANY HISTORY

Cygnus Technology Ltd. has been in operation since June of 1989. Since that time, employment has grown from 3 to 30. Products have been developed in response to enquiries and observations made in the various markets where the company is active. Future growth is expected to be in the range of 20-30 % per year over the next three years. Cygnus is active in the US, Canada, the Middle East and Latin America. Sales offices have been established in the US, and agency agreements have been entered into in other market areas. Cygnus intends to enter the European market in mid 1996.

MAJOR ACHIEVEMENTS

Cygnus suffered a severe setback as a result of the Gulf war (1990-91) and successfully re-entered the Kuwait market. The company received the "exporter of the year" award from the Canadian Manufacturers Association (New Brunswick chapter) in 1994.

SPECIFIC CTI EXPERTISE

Cygnus has developed device drivers for several CTI hardware manufacturers, including Primary Rate Incorporated, Linkon, Pika Technologies, Acculab, Reltek and Amtelco. The engineering group has in depth knowledge of these products, and has developed additional interface hardware for wireless applications. The Cygnet product utilizes several third party products, and we have developed a suite of software "tools" which enable us to deliver a custom CTI solution with our own standard modules. This results in faster deliveries to the client, as well as significantly reducing the cost of such "custom" applications.

CTI PRODUCTS UNDER DEVELOPMENT

The Cygnet system is continually being enhanced. Upcoming releases will include a predictive dialling system, advanced IVR capability, speech recognition, and an E1-T1 conversion system for voice and data.

PARTNERING INTEREST

Cygnus is continually investigating opportunities to work jointly with hardware manufacturers and service providers. Of particular interest are joint marketing efforts in Canada and the US, as well as potential reseller/agency agreements in new markets.

EXPORT MARKETS OF INTEREST

We are currently active in the US, Canada, The Middle East and Latin America. These markets are not fully covered however, and we continue to look for additional opportunity within them. We are looking for possible agents, dealers, etc. in Europe.

CURRENT MARKETING ACTIVITIES

Currently, Cygnus is directing its efforts toward co-marketing with several hardware manufacturers. This includes mention of our services within their marketing material, close cooperation with marketing teams from those companies, as well as joint presence at trade shows, seminars, etc.

dba TELECOM CORPORATION

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E-Mail: dbensted@dbatele.com

CONTACTS

President & CEO: David Bensted
VP Sales & Marketing: Gary Gordon
VP Bus. Development: Phil Holland
International Sales:
Americas: Gary Gordon, VP Sales & Marketing
UK & Europe: Kevin Pickering, Managing Director, dba UK
Australia Pacific: John Masia, Managing Director, dba Australia

COMPANY PROFILE

No. of Employees: 50
Annual Revenues: \$10 Million (1995 estimate)
Percentage of CTI Revenue: 25%

BUSINESS DESCRIPTION

dba Telecom Corporation develops and manufactures telephone terminals, software and Computer-Telephony that support intelligent network services, such as Centrex. dba distributes these products through telephone companies and dealers worldwide. The Company has world class capability in the development of analogue and digital telephony products and encourages the formation of strategic alliances as a means of acquiring new technologies and optimizing manufacturing

capability. dba is a public company, trading on the Vancouver Stock Exchange under the symbol, DBA. The Company's head office is in North Vancouver, with sales offices in Bellevue Washington, London England and Sydney Australia.

MAJOR PRODUCTS/SERVICES

SmarTalk—2-line & 3-line Business telephones. These telephones have been designed specifically to enhance intelligent network services, such as Centrex. The SmarTalk telephone provides a complete range of business system features such as hands-free intercom, station status indication and speakerphone, while providing one-touch access to network based features such as call transfer, call pickup, call forward and voice mail access from a Centrex line.

SmartCAP—Centrex Attendant Console. The dba SmartCAP provides central answering for groups of up to 56 Centrex lines. SmartCAP automates call processing in a highly efficient manner, using context sensitive function keys and a high level of intelligent interaction with the central office.

SmartCall PC—Call Management Software. dba Telecom has been supplying telephone call management products since 1984. SmartCall PC is a Windows™ based software package which provides a complete range of call management reports for general business and hospitality industry applications. SmartCall PC also provides toll fraud detection and automated alarm reporting, and is available in a version which provides real time reporting and control for the Northern Telecom Norstar™ digital key system.

COMPANY HISTORY

dba Communication Systems Inc. began operations in June of 1979 and was incorporated on November 24, 1980. Subsidiary operations were established in the U.S., UK and Australia to handle international distribution. dba became a public company in April, 1993.

MAJOR ACHIEVEMENTS

dba Telecom Corporation and its subsidiary companies have developed a world-wide reputation as a supplier of high quality telephone products to many of the world's leading telephone companies. These include companies such as Bell South, Singapore Telecom, Telecom New Zealand, Southern New England Telecommunications, GTE, Alltel, BC Tel, Bell Canada and Pacific Bell. In May of 1994, dba organized the first ever seminar on Centrex services in the UK at a one-day event at Canada House. Since then, dba has positioned itself as the leading supplier of Centrex multiline telephones and operator consoles to the UK Cable TV industry, which has launched a major program to introduce enhanced telephony services to the UK business and residential markets.

SPECIFIC CTI EXPERTISE

dba Telecom has been involved in the application of computers to real-time telephony applications for the past 10 years. dba Telecom has been a leading Canadian distributor of telephone call accounting systems since 1984, having introduced the first successful stand-alone call accounting into the Canadian market.

Call accounting systems interact in real time with telephone systems and centralized billing computers to record and analyze data on system activity such as incoming calls, dialed numbers, call duration and trunks used. dba Telecom markets and provides complete technical support for a range of stand-alone call accounting systems and a PC based product family developed by Genesis Systems Corporation, a Vancouver software developer. In June 1994, dba Telecom introduced SmartCall 911, a software product developed for 911 emergency call centers which provides real time analysis of emergency call Centre activity as well as a historical database of activity.

The next generation of SmarTalk products will support a wide variety of Computer Telephony applications. The Company is presently well into the development of a new generation of SmarTalk telephones that will support Computer Telephony applications and provide full support for intelligent network features. Mr. Jim Burton of C-T Link, a well respected Boston consulting firm specializing in Computer-Telephony, sits on dba's Board of Directors and is working with management to guide dba's Computer-Telephony strategy. The company will

also ensure that standards for computer telephony such as Microsoft's TAPI, and the Intel Serial Bus are supported in all future products.

CTI PRODUCTS UNDER DEVELOPMENT

SmarTalk TNG: The SmarTalk TNG is a desktop telephone terminal that provides extensive functionality as a stand-alone system telephone and will provide enhanced functionality through a TAPI compatible link.

SmarTalk—CT Link: An interface for the existing SmarTalk product family to provide support for CLASS services through a TAPI compatible interface.

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer & Licensing	Distribution/Dealership	

EXPORT MARKETS OF INTEREST

United States	Europe	Asia Pacific
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CURRENT MARKETING ACTIVITIES

dba has adopted a distribution strategy which recognizes the unique nature of the telecommunications industry in each country where it sells its products. In North America, telephone companies have been the primary outlet for dba's products. dba sells to RBOC's and large independents such as GTE, Bell South and Southern New England Telecommunications directly, and to small independent companies and dealers through supply house distributors such as Alltel Supply, Graybar Electric and Sprint North Supply.

In the UK and Australia, dba subsidiary companies manage a distribution network of dealers who specialize in the small business market or act as agents for the resale of Centrex services. dba products are sold by telephone companies in Norway, New Zealand and Singapore and through exclusive OEM distributors who purchase a private labeled version of the SmarTalk telephone in Italy and Spain. The UK and Australian subsidiaries also have active major account programs, primarily for direct sales to government, using the dealer network to provide installation and support. The channel is chosen based on requirements of the marketplace and the nature of the products offered.

DMR GROUP INC.

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Telephone: (514) 877-3301

Fax: (514) 866-0423

RNET (Gelin-M@IMMEDIA.CA)

CONTACTS

Chairman of the Board, President and CEO: Pierre Y. Ducros

Executive VP of Business Development: Serge Meilleur

COMPANY PROFILE

No. of Employees: 2700

Annual Revenue: \$271 Million

Percentage of CTI Revenues: 5%

BUSINESS DESCRIPTION

DMR Group Inc. is a leading international provider of information technology (IT) services to business and public enterprises. Employing more than 2,700 professionals in Canada, the United States, Asia-Pacific and Europe, DMR has a reputation for providing integrated business and IT solutions that enable clients to increase their competitive position, market share and productivity. To date, it has served over 2,000 businesses and public enterprises internationally.

MAJOR PRODUCTS/SERVICES

Consulting Services: Strategic IT planning, enterprise architecture, benefits management, knowledge transfer.

Systems Delivery Services: Systems development, systems integration, outsourcing.

Proprietary Methodologies: DMR's proprietary methodologies provide a structured engineering approach to the implementation of integrated business and IT solutions. These

methodologies are used by DMR professionals as well as sold to clients under license along with DMR knowledge transfer services. On October 18, 1994, DMR launched the first commercial releases of its multi-year IT Macroscopic applied R&D program. These include:

- a new version of DMR Productivity Plus (P+OnLine)—an organization-wide solution which targets the design, development and deployment of distributed systems and client-server business applications aligned with changing work processes.
- DMR Architecture—empowers organizations by providing the designs and plans which can improve organizational performance.
- DMR Architecture WorkBench—a modeling and simulation tool which unleashes the full power of the concepts, methods and techniques of DMR Architecture.

COMPANY HISTORY

Founded in 1973, the Company gradually established a presence throughout Canada before extending its reach to international markets.

DMR entered the U.S. in 1981, Australia in 1982, the United Kingdom in 1985 and New Zealand in 1993. In each case, the Company opened an initial office and used it as a base for market development. Internal growth was complemented by acquisitions.

DMR's growth, which averaged 18% per year since it went public in 1986, is supported by continuous investment in the development of methodologies and in business and market studies.

In addition to wholly-owned operations, DMR is involved in a number of strategic alliances. The largest is the Company's 51% interest in Qadrant, a subsidiary operating in the transportation sector. The remaining equity interest is held by a unit of Qantas Airways Ltd. of Australia. DMR also has a partnership in the health sector with IST - Santé of Québec through a company called SIDOCI.

MAJOR ACHIEVEMENTS

Air Canada—In August of 1994, DMR signed an outsourcing contract worth \$100M over seven years with Air Canada. DMR is responsible for maintenance and enhancements of cargo, flight operations, finance and human resources, technical operations, marketing and sales and enterprise systems.

National Rail Corporation—In December of 1993, DMR and Qadran International Pty. Intl. entered into an agreement with National Rail Corporation of Australia to provide outsourcing management services for the IT requirements of the corporation. The contract entails the provision of outsourcing management, facilities management and consulting services. The value of the contract is estimated at \$44M.

Ministry of Foreign Affairs and International Trade Canada—(GIS—Geographic Information System contract) A consortium composed of DMR, Roche Ltée and Le Groupe Tecsalt was granted funding to conduct a land information pilot project in the Dmitrov rayon of the Russian Federation. The team will be applying DMR Macroscopic methodologies.

SPECIFIC CTI EXPERTISE

Ericsson Communications Inc.—DMR assisted the R&D division in building a Canadian unit that designs and develops network management products for mobile communications, based on North American standards. As the unit grew, DMR consultants helped it deal with a range of management, product design, systems development and quality assurance issues. The effective transfer of DMR's knowledge and skills was key to its success. DMR also participated in the design of a software for the management of cellular networks.

New Brunswick Telephone—CallMall, one application developed by DMR for New Brunswick Telephone, provides clients with home shopping, banking and information services via screen-based telephones. Involved in this project since its conception, DMR was responsible for its architecture and development. DMR is currently handling the design and construction of an enhanced 911 emergency phone line.

Universal, Bi-directional and Interactive Consortium (UBI)—In 1992, DMR entered into a strategic alliance with the Vidéoway subsidiary of Groupe Vidéotron, Québec's largest cable TV operator, to develop multimedia transactional services. DMR has since facilitated the development of a

business plan to deliver a core package of home services by enhancing existing home cable TV hookups with an interactive set-top terminal. Key to this strategy was the formation of a consortium consisting of major high-volume retailers in this case, Vidéotron, Vidéoway, Hydro-Québec, Canada Post Corporation, Loto-Québec, the Hearst Corporation and National Bank of Canada.

Compared to the dozens of information superhighway pilot projects across North America, the UBI consortium stands out. It has a disciplined business focus and a carefully phased plan to build an economically viable subscriber base and service menu:

- The subscriber base will expand from 34,000 households in 1996 to 1.4 million Vidéotron subscribers across Québec.
- The core home service menu, which includes interactive home banking, shopping, electronic mail, bill payment, lottery services and electronic yellow-page services, will be extended.
- The services will be offered using basic interactive terminals connected to the Cable TV network, a bank card reader and a printer for transaction receipts, coupons and electronic mail. A set-top box will be installed free of charge.

Vidéotron and other consortium members needed assistance in developing a marketable service concept and in designing a network that maximized use of existing Cable TV technologies while minimizing IT-related risk.

DMR responded with a blend of business and IT strategy consulting services, including opportunity studies and a network architecture. DMR is also developing individual service applications for certain UBI members.

PARTNERING INTERESTS

Joint R&D Joint Marketing
Technology Transfer/Licensing

EXPORT MARKETS OF INTEREST

United States Asia Pacific Europe

CURRENT MARKETING ACTIVITIES

DMR Client Managers are currently pursuing marketing activities in Canada, the United States and Asia-Pacific.

ESNA TECHNOLOGIES INC.

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Fax: (905) 513-8599

E-Mail Internet: MNEZARATI@ESNA.COM

CONTACTS

President: Mohammad Nezarati

VP Sales & Marketing: Davide Petramala

VP Business Development: Mehdi Nezarati

COMPANY PROFILE

No. of Employees: 7

Annual Revenue: \$800,000

Percentage of CTI Revenue: 40%

BUSINESS DESCRIPTION

Software developers for voice processing and CTI applications. Develops both customized and canned applications for the International business market. Provides Multilingual solutions to both CTI and Voice processing applications. Specializes in Visual basic programming.

MAJOR PRODUCTS/SERVICES

- MAVERICK MAIL—a multilingual voice & fax processing product which supports 2-24 voice processing ports and 15-300 hours of voice storage. The product comes in both DOS and windows platform.
- MINI MAIL—a voice processing product for small business office use which comes in 2 or 4 port configurations and is a DOS based platform.

We also provide a variety of Customized CTI applications including a LAN management program for Maverick Mail. We also design and implement large customized IVR and voice processing applications for both DOS and Windows.

COMPANY HISTORY

Established in 1989, one of the first Canadian companies to enter the PC based voice processing industry. E.T.I. specializes in Visual Basic programming for both voice processing and CTI applications.

MAJOR ACHIEVEMENTS

Developed one of the first visual basic DOS based voice processing products with a Graphical user interface for both Dialogic and Rhetorex platforms. Maverick Mail has complete support and integration with the NORSTAR product. Developed multilingual capabilities for both internal and external users with true syntax correction.

SPECIFIC CTI EXPERTISE

Voice & fax processing applications specifically, voice messaging, automated attendant, audiotex, fax on demand and LAN integration providing desktop messaging.

CTI PRODUCTS UNDER DEVELOPMENT

Windows desktop LAN manager, Maverick Mail for Windows,
Caller ID functions, fax mail and fax broadcasting.

PARTNERING INTERESTS

Technology Transfer/Licensing	Financial investment
Joint Marketing	Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Africa	Asia Pacific
Europe	Latin America	Middle East

CURRENT MARKETING ACTIVITIES

Trade Shows
Direct Mailings
Direct Marketing
Advertisements in trade publications

GLOBESTAR SYSTEMS INC.

1815 Ironstone Manor, Unit #7

Pickering, Ontario

Canada L1W 3W9

Telephone: (905) 839-0893

Fax (905) 839-2489

CONTACTS

President: David Tavares

Director of Sales & Marketing: Alan Clyne

Director of Product Development: Jason Wilson

COMPANY PROFILE

No. of Employees: 7

Annual Revenue: \$400,000

Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

GlobeStar Systems was formed in 1992 to provide single-source marketing and technical support of CTI applications for Northern Telecom's Meridian Norstar business telephone systems. With over 350,000 systems installed worldwide, Northern Telecom's Meridian Norstar presents GlobeStar Systems with an opportunity to be the value-added link between Norstar peripheral product developers and application oriented Norstar dealer channels.

MAJOR PRODUCTS/SERVICES

Voice mail, automatic call distribution (ACD), PC-based reception consoles, calling line ID triggered database look-up, outbound dialing, call accounting, hospitality, interactive voice response (IVR).

COMPANY HISTORY

GlobeStar Systems originated from the Technical Support department of Tel-e Connect Systems. Tel-e Connect is a major Canadian Interconnect company which sells Northern Telecom business telephone systems. In the early 1990's, Tel-e Connect began to make the transition from a purely telephony company to one which actively marketed CTI applications to better address their customer's changing needs. Several key obstacles hindered the widespread marketing of CTI applications by Tel-e Connect. Most notably was the fact that each of the CTI vendors possessed very different accounting, support, training and pricing models. Tel-e Connect realized that if a central marketing and support agency could simplify their adoption of CTI products, other telephone suppliers could benefit as well. As such, GlobeStar was formed in 1992 as an autonomous company to act as a value-added single point of contact between the CTI developers and telephone system suppliers.

MAJOR ACHIEVEMENTS

GlobeStar Systems has achieved much in its 3 years of existence. By working with CTI developers, GlobeStar has greatly assisted them in creating and refining market-sensitive applications which address the requirements of both the telephone distributors as well as the end-user. By performing the marketing and support functions of the CTI developers, GlobeStar has afforded them greater time and resources to improve their products and thus enhance their competitiveness. For the distributor community, GlobeStar has performed the "missionary" work necessary to move them toward offering CTI solutions to their customers. For many telephony suppliers, the adoption of CTI is very intimidating since it relies on unfamiliar technology drivers. GlobeStar has eased the transition with ongoing training and 24 hour technical support. Another achievement is being recognized by Northern Telecom as a "Business Affiliate". Northern has endorsed the active role GlobeStar is playing in connecting their CTI developers with their telephony distributors.

SPECIFIC CTI EXPERTISE

GlobeStar, as a marketing and support organization, provided expertise to both its suppliers and its customers. GlobeStar's "suppliers" are the Norstar CTI developers. Historically, the developers are insulated from the realities of the market by their distributors and are often forced to make assumptions as to product features and capabilities. GlobeStar's extensive experience at the distributor and end-user levels translates into market-sensitive feedback, which is invaluable to the developer in targeting both form and function of their products.

GlobeStar's "customers" are the established Norstar distributor channels. GlobeStar has developed a support model which addresses the needs of all elements within these channels. For distributors to position CTI solutions to their customers, they require assistance in specifying and configuring the solution. To achieve this, GlobeStar provides written brochures, fax-back and fax broadcast updates, on-site training, on-line demonstration services, as well as on-line telephone support. Once sold to a customer, the distributor's technical staff require similar assistance to implement the CTI solution. GlobeStar offers 24 hour on-line technical support, remote maintenance and configuration, as well as turnkey installation services.

Many times, an "off-the-shelf" CTI product is not capable of

addressing an end-user's needs. In these instances, GlobeStar will either work with the appropriate developer to modify a product, or create the solution using industry standard development tools. In either case, the distributor only maintains one point of contact—GlobeStar Systems.

CTI PRODUCTS UNDER DEVELOPMENT

GlobeStar's primary thrust is the marketing and support of CTI applications written by third party developers. GlobeStar does develop applications in-house, however. These applications are targeted at major vertical markets such as real estate, retail, hospitality, restaurants and manufacturing. In each case, the prime telephony driver is the Meridian Norstar telephone system made by Northern Telecom. Norstar's evolved open architecture is an ideal environment to create applications. The product itself is sold in over 80 countries and has a tremendous base of over 6 million stations.

GlobeStar is also working to develop low-end CTI solutions to address the small business side of the market. Most conventional CTI solutions are too expensive for this market segment despite the value they bring. Ironically, it is the small business that most needs the productivity and profitability enhancements gained with CTI. When one considers the vast size of this market niche, the volume opportunities become apparent.

PARTNERING INTERESTS

Joint Marketing Distribution/Dealership
Financial Investment

EXPORT MARKETS OF INTEREST

United States Europe
Latin America Asia Pacific

CURRENT MARKETING ACTIVITIES

Marketing is composed of the following:

- trade show participation
- product brochures
- broadcast fax to dealers
- dealer training seminars
- joint marketing program with Northern Telecom
- end-user direct sales efforts

IBM CANADA LTD.

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CONTACTS

CTI Opportunity Manager: Tina Grant; (905) 316-2818
CTI Consulting Practice Principal: Cynthia Byerlay;
(905) 316-1560
CTI Product Manager: Julia Klein; (905) 316-4090
CTI Services Delivery Manager: Rob Woods; (905) 316-1597

COMPANY PROFILE

No. of Employees: Over 80 (focused on CTI in Canada)

BUSINESS DESCRIPTION

The Voice/data Solutions Centre (VSC) is an IBM Canada organization of experienced consultants, developers, project managers and voice processing specialists, all dedicated to providing leading-edge solutions for next generation call centres. First and foremost, the VSC is a systems integration shop that provides solutions combining hardware and software products from multiple vendors in the computer and telecommunications industries.

The VSC also operates an international consulting practice which focuses on CTI and call centres. The Call Centre Consulting Practice uses the IBM TeleBusiness Consulting Methodology (TCM) which has proven to be very effective in successfully implementing end-to-end call centre solutions to deliver world class customer service and competitive advantage. TCM has modules of consulting which take customers from strategically planning and re-engineering their call centre business to designing a CTI toolkit for the agent workstation and planning and implementing pilot and production applications.

MAJOR PRODUCTS/SERVICES

VSC offers turn-key solutions tailored to fit into existing operations. These solutions come with a full suite of services in order to ensure a successful implementation: project planning, on-site installation, training, and tailoring of end-user interfaces and reports, to name a few. Solutions provided for a wide variety of workstation and PBX/ACD environments. The VSC have developed a product, the Telephony Application Development Systems (TADS), which is a collection of programs that allow an application to control or access a rich set of telephony services, including:

- Intelligent answering
- Co-ordinated voice and data transferring
- Load balancing
- Inbound call receiving
- Outbound call placing
- Handling simple and repetitive requests
- Consulting and conferencing during active calls
- Automatic collecting and analyzing of data
- Statistics generation and reporting
- User management
- Softphone capabilities

The VSC CTI solutions are based on IBM's leading-edge CallPath family of products.

COMPANY HISTORY

The VSC was a key player in the initial development stages of IBM's CallPath Services Architecture in the early 1990's. Specifically, the VSC developed the CallPath Workstations products for both the OS/2 and Windows environments. The VSC then took this expertise and parlayed it into leading edge CTI solutions. Their extensive skills and experience have been leveraged in significant clients across North America.

MAJOR ACHIEVEMENTS

The VSC is known in the CTI industry as experts in this field with unparalleled skill and experience. Their efforts have resulted in the creation of a strategic partnership with a major switch vendor. In addition, their growth in personnel has doubled in just two years and they have been involved in delivering CTI solutions for over 50 customers in the same time period.

SPECIFIC CTI EXPERTISE

The VSC has skills in a wide range of voice and data areas. In particular, they have expertise in:

- CTI Enablers: CallPath, TADS
- Voice Response Units: IBM DirectTalk/2, IBM DirectTalk/6000, others as required by customer environment
- PBXs: ROLM, Siemens, AT&T, Northern Telecom
- Operating Systems: OS/2, AIX/UNIX, MVS, VM, Windows
- Databases: DB2 Family, Oracle, Informix, Sybase, SQL Server
- Languages: C, C++, REXX, PM, Motif, SmallTalk, COBOL, PL/1
- Networking/Communications: TCP/IP, SNA, T1, NetWare, Token Ring, Ethernet, Netbois
- Methodologies: TeleBusiness Consulting Methodology, Data Modelling, Process Modelling, JAD/Prototyping, Object-Oriented

CTI PRODUCTS UNDER DEVELOPMENT

TADS and the IBM CallPath family of products continue to be enhanced based on industry knowledge and customer requirements.

PARTNERING INTERESTS

Joint R&D	Technology Transfer/Licensing
Joint Marketing	Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Europe	Asia Pacific
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CURRENT MARKETING ACTIVITIES

IBM Canada is dedicated to the CTI marketplace. CTI specialists are located across the country to address customer situations. The VSC is currently engaged in numerous consulting and development projects across North America.

INCOTEL COMMUNICATION SYSTEMS LTD

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Fax: (514) 869-2020
Compuserve 72130, 1642

CONTACTS

President: Serge Doyon
Marketing Director: Charles A. Bräun

COMPANY PROFILE

No. of Employees: 60
Annual Revenue: \$5 Million
Percentage of CTI Revenue: Over 1%

BUSINESS DESCRIPTION

Incotel is an Interconnect Company engaged in selling, installing and maintaining telephone systems as well as Voice Messaging and IVR systems. It maintains over 50,000 stations.

MAJOR PRODUCTS/SERVICES

In the high end, Incotel promotes the NEAX 2400 IMS, NEAX 2000 IVS manufactured by NEC; in the small end, Incotel promotes Nitsuko ONYX VS, III, IV and Optima 384i. Incotel also sells Voice Messaging products from Applied Voice and Technology. It is also involved in the configuration of IVR systems.
Incotel is a Sprint Reseller.

COMPANY HISTORY

Founded in 1980, it is one of the major interconnect companies in Quebec. It succeeded, through numerous acquisitions, to develop in a hostile environment.

MAJOR ACHIEVEMENTS

Through a Research and Development Team, Incotel developed a Windows interface to operate the Onyx phone from the PC. It also developed a Station Detail Recording Windows interface that allows a company to manage its employees' usage of the phone. Finally, it is active in the treatment of Caller ID and ANI through a Windows interface using Fox Pro.

SPECIFIC CTI EXPERTISE

Incotel has a good knowledge of the tools that allow the configuration of multilingual products in the Windows environment, as well as the expertise to develop hardware/software custom solutions.

PARTNERING INTERESTS

Technology Transfer/Licensing Joint Marketing
Dealership/Distribution

EXPORT MARKETS OF INTEREST

French or Spanish speaking countries

CURRENT MARKETING ACTIVITIES

No activity as of now in the area of marketing CTI products.

INFO SYSTEMS

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Downsview, Ontario M3J 2T2
Telephone: (416) 665-7638 (x415)
Fax: (416) 665-4193

CONTACTS

President: Dr. Zvi Barak
VP of Sales & Marketing: Sarah Benedid

COMPANY PROFILE

No. of Employees: 6
Annual Revenue: \$600,000
Percentage of CTI Revenue: 50%

BUSINESS DESCRIPTION

Developer of the Award Winner TALKIE—full IVR with App-Gen.

MAJOR PRODUCTS/SERVICES

TALKIE—full IVR and App-Gen, voicemail
TALKIE-GLOBE—International Call Back

COMPANY HISTORY

INFO SYSTEMS is a privately held software company in business for 14 years. Starting in 1981, the company developed accounting software for the Canadian and international market place; firstly for Radio Shack, followed by successful releases and new products on the IBM PC, then Novell and UNIX platforms.

After an analysis of potential emerging technologies, in 1991 INFO SYSTEMS began development of an application product to address computer telephony marketplace. When released, in late 1992, TALKIE enjoyed immediate success.

Partners:

Dr. Zvi Barak, Ph.D. Physics, president
Mrs. Sarah Benedid, System Analyst, vice-president

Investment Considerations:

High Market Growth Potential: With TALKIE Info Systems commodity pricing is introduced to an industry dominated by high system prices.

Powerful Product: TALKIE is a robust tool set handling the most simple voice applications to sophisticated interactive database applications.

Management Talent and Vision: Info Systems' management has always exhibited a keen vision of future technology developments.

MAJOR ACHIEVEMENTS

Well before the need for integrating various businesses systems was generally understood, Info Systems management was developing software based on industry-standard and open software solutions. It was first to provide true multi-user

accounting system: BCS software received 11 awards from Canadian Directory of Software.

In designing TALKIE, management again ensured that product architecture would allow for future functionality. TALKIE was turned into a state-of-the-art solution assisting developers in building sophisticated voice and fax processing applications for both vertical and horizontal markets.

What industry magazines write about TALKIE:

"TALKIE, ... hailed as a solid DOS program, ...offers a variety of standard features that other programs would offer only as options" (Voice Processing, July 94).

"A very good product for value added resellers" (Computer Telephony, March 94).

"One of the best products: Info Systems' Talkie" (Teleconnect, Jan 94).

TALKIE-GLOBE received Computer Telephony's "Product of the Year 1994" award.

TALKIE received in Jan 95 Computer Telephony's "Editor's Choice" award.

SPECIFIC CTI EXPERTISE

TALKIE is a versatile, user friendly and powerful PC-based voice processing software that supports interfaces with a wide variety of voice boards and telephone systems. The product includes:

- Several ready-to-use applications: voice-mail, auto-attendant, fax-on-demand, fax-broadcasting, fax-LAN, outdialer, talking classifieds, telemarketing and surveys, audiotex.
- An application generator to customize the ready-to-use applications and create more complex applications.

Competitive Advantages

Price: TALKIE, the All-Inclusive-Product, is attractively priced at US\$715 for a 4 port system.

High Functionality: The greatest competitive advantage of TALKIE lies in its "Out-of-the Box" applications. No other voice processing product provides a comparable combination of initial functionality and customization in a single All-Inclusive-Product.

Wide Target Market: TALKIE's power yet ease-of-use attributes are attractive to a wide market. Application developers, system integrators and VARs find TALKIE

extremely easy to use because of its block oriented approach to developing applications. Interconnect companies and end users find TALKIE attractive because of the multitude of its ready-to-use applications and its form based GUI design where you simply fill-in the blanks.

Special TALKIE applications are aimed at entrepreneurs wishing to capitalize in telecommunications:

- TALKIE-GLOBE, international call-back and long distance reseller with bridging, caller-ID and debit card
- TALKIE-DATING, date line for 900, 976, debit card services
- TALKIE-CONFERENCE, for conferencing
- TALKIE-BBCHAT, Bulletin Board and Chat Lines.

All modules are fully integrated, multi-lingual (up to 9 languages) and are multi-user on LAN, NetBIOS and Netware.

CTI PRODUCTS UNDER DEVELOPMENT

- A Predictive Dialer is at the last stages of development. Its power lies in its interaction with many contact management software, its affordability to small to medium size telemarketing firms and its unique integration with our voice-mail and fax processing software (most predictive dialers in the market lack this capability).
- Implementation of T1 access for usage of the International Call-back, Single Hop and Long Distance Resellers.

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Europe	Africa
Latin America	Asia Pacific	Middle East

CURRENT MARKETING ACTIVITIES

Info Systems marketing activities are right now concentrated in Canada and the U.S. and include mainly:

- Direct Sales program that follows up leads generated through direct mail, trade shows and advertising.
- Value Added Resellers program aimed at the Telephone Interconnect channel and the system integrators.

INNINGS TELECOM INC.

1241 Denison Street, Unit 31
Markham, Ontario L3R 4B4

Voice: (905) 470-7070

Fax: (905) 470-8114

Envoy: Innings

CONTACTS

President: Mr. Ed Cheung

VP Sales: Mr. Chris Prada

VP Marketing: Mr. Nick Chiu

COMPANY PROFILE

No. of Employees: 25

Annual Revenue: Over \$2 Million

Percentage of CTI Revenue: Approximately 75%

BUSINESS DESCRIPTION

INNINGS TELECOM INC., a 100% Canadian company, was established in 1984. INNINGS designs and manufactures Telecommunications equipment to meet the needs of the growing Call Centre market. INNINGS employs Call Centre specialists to support a dealer network that covers North & South America, Europe and the Middle East. INNINGS distributes its products through major Telecommunications Equipment manufacturers and distributors. Alliances with Northern Telecom, Comdial and British Telecom has enabled INNINGS to effectively support our products in most parts of the globe. INNINGS systems are installed in Canada, U.S.A., Mexico, Brazil, Argentina, Caribbean, Egypt, Kuwait, South Africa and United Kingdom. As part of our corporate commitment to quality, intensive effort is being made by all of our employees to obtain ISO 9000 certification. We expect to receive ISO 9001 certification in third quarter 1995.

MAJOR PRODUCTS

INNINGS product line includes Call Sequencers and ACD (Automatic Call Distributors). The Call Sequencers service smaller call centres of up to 24 telephone lines, ideal for retail environments. For more sophisticated call centres, we manufacture integrated CTI based ACD systems for Northern Telecom's Norstar and Comdial's DXP digital key telephone systems. Our ACD systems provide facilities comparable to systems that cost tens of thousands of dollars more. INNINGS continues to actively research its market in order to offer customers the products and features they require. As part of our corporate commitment to provide total incoming call solutions, we offer our customers the services of our design facilities, which provide outstanding state-of-the-art technology for products that meet the specific needs of the customer.

COMPANY HISTORY

INNINGS was incorporated in April 1984. In the following year, the Company introduced the industry's first digital Call Sequencer, which provided agent monitoring capabilities and was awarded Canadian and U.S. patent rights. In October 1989, INNINGS entered into the UK Call Centre market. At the same time, INNINGS developed and launched a PC based ACD Call traffic package product. In 1991 INNINGS entered into an agreement with Northern Telecom to deliver a CTI based ACD product for the then newly introduced Norstar Key Telephone system. ACD-Star for Norstar was launched in mid 1992. In late 1993, INNINGS and BT (then British Telecom) entered into an agreement to supply ACD-Star in the UK market. Also in the same year, INNINGS and COMDIAL entered into an agreement for INNINGS to develop an ACD product based on COMDIAL'S open architecture interface product (ENTERPRISE). This ACD product was later called QuickQ and was launched in late 1994.

MAJOR ACHIEVEMENTS

ACD-Star for Norstar and QuickQ is recognized in the industry as the most advanced CTI based ACD system.

SPECIFIC CTI EXPERTISE

CTI based application development; Company has extensive CTI development experience.

CTI PRODUCTS UNDER DEVELOPMENT

Please contact the Company.

PARTNERING INTERESTS

Joint R&D Joint Marketing Distribution/Dealership.

EXPORT MARKETS OF INTEREST

Open for discussion in all territories.

CURRENT MARKETING ACTIVITIES

INNINGS is interested in entering into an OEM relationship with a telephone switch manufacturer to deliver ACD capabilities to its PBX or KSU systems.

INTELECT SOLUTION, INC.

2517 Guenette
St. Laurent, Quebec H4R 2E9
Telephone: (514) 344-8921
Fax: (514) 338-1824

CONTACTS

President: M. El-Mohri
VP of Business Development: M.S. Ben Choubane
Other: E. Boukercha

COMPANY PROFILE

No. of Employees: 7
Annual Revenue: \$1 Million
Percentage of CTI Revenue: 45%

BUSINESS DESCRIPTION

Integration of networking telecommunication and PC telephony

MAJOR PRODUCTS

PBX on PC and voice mail

COMPANY HISTORY

Intelect Solutions was founded in 1993.

MAJOR ACHIEVEMENT

Intelect won a bid for banking integrating PC-PBX and voice mail in North Africa.

SPECIFIC CTI EXPERTISE

VOXMATE and VOXTEL are two products on voice mail and PBX integration on PC.

PARTNERING INTERESTS

Technology Transfer/Licensing	Joint Marketing
Distribution/Dealership	

EXPORT MARKETS OF INTEREST

Africa	Europe	Latin America
Middle East		

CURRENT MARKETING ACTIVITIES

Developing Saudi Arabian market as well as Dubai.

INTERALIA INC.

4110 - 79 Street NW
Calgary, Alberta T3B 5C2
Telephone: (403) 288-2706
Fax: (403) 288-5935

CONTACTS

President: Garth Hunter
VP of Sales and Marketing: Martin Grace
Director of Operations: Bob Cormack

COMPANY PROFILE

No. of Employees: 50
Annual Revenue: \$12 Million
Percentage of CTI Revenue: 1%

BUSINESS DESCRIPTION

Provider of digital voice announcers and music-on-hold products for ACD environments.

MAJOR PRODUCTS/SERVICES

Digital Voice Announcers.

COMPANY HISTORY

Established in 1975, Interalia is a leader in the design and manufacturing of digital voice announcers for the telecommunications industry.

MAJOR ACHIEVEMENTS

Industry standard for PBX ACD/JCD Announcers.

SPECIFIC CTI EXPERTISE

Developing message Management Systems for LAN Applications.

CTI PRODUCTS UNDER DEVELOPMENT

As Above

PARTNERING INTERESTS

Joint R&D Joint Marketing
Technology Transfer/Licensing

EXPORT MARKETS OF INTEREST

United States Europe Latin America

CURRENT MARKETING ACTIVITIES

Export Offices in the USA, Great Britain and Mexico.
Distribution outlets worldwide.

INTERLOGIC SYSTEMS INC.

2 Robert Speck Parkway
Suite 750
Mississauga, Ontario
Canada L4Z 1H8
Telephone: (905) 803-1118
Fax: (905) 803-1113

CONTACTS

President: Mr. Vikas Gupta
Vice President: Mr. Shafiq Amarsi

BUSINESS DESCRIPTION

InterLogic Systems develops strategic computer telephony integrated solutions for the business needs of Fortune 1000 clients. By delivering innovative solutions to the marketplace, we are helping organizations streamline their operations, reduce costs, and offer increased levels of customer service. As your business partner, InterLogic Systems ensures that your organizational challenges are met with the optimal solutions. Working in a number of industry sectors, including Government, Educational, Legal, Oil & Gas and Financial, InterLogic Systems has a wide range of expertise with organizations of all sizes.

MAJOR PRODUCT/SERVICES

Our extensive range of services include business analysis, the design, development and implementation of voice and fax processing systems, workflow management and automation, and a variety of telecommunications consulting. Partnered with key strategic alliances, InterLogic Systems skilfully delivers creative solutions to our clients. As consultants, InterLogic Systems possesses a unique blend of technical expertise. Specializing in voice and fax processing solutions combined with workflow automation systems, InterLogic Systems is capable of delivering truly integrated systems.

Within the voice processing industry, InterLogic Systems provides solutions employing a range of products and technologies including CTI, IVR, ACD, Voice Messaging, AudioText, VoiceForms and AutoAttendant. These building blocks are often used as the foundations for larger, more complex systems. In fax processing, InterLogic Systems works with enterprise-wide fax server systems as well as integrated fax-on-demand technologies to automate the flow of "paper" based information between organizations.

COMPANY HISTORY

InterLogic Systems has established itself as a leading firm within the telecommunications industry by delivering innovative solutions to the Canadian marketplace. Founded by a number of individuals with over 20 years of experience in the telecommunications industry, InterLogic Systems was created with a sincere commitment to obtain and uphold only the highest levels of quality and excellence for all clients. Each client is valued highly and every effort is made to ensure that your business requirements are met as efficiently and effectively as possible. Unlike other organizations, InterLogic Systems takes the time to carefully evaluate, understand and analyze your requirements and develop the most cost effective solutions.

MAJOR ACHIEVEMENTS

InterLogic Systems is becoming renowned for providing a new perspective to aging problems. We design solutions with such a creative flair that they are unique in their implementations. Such applications as automated touch-tone car-pooling systems have been designed as a first in North America. Age old systems, such as student registration, have been redesigned by InterLogic Systems to place greater emphasis on the user, and are capable of more fully exploiting the capabilities of a voice processing system.

By integrating rich features, functionality and user-friendliness, and providing users with more capabilities than ever before, InterLogic Systems is redefining the philosophy of voice processing development and escalating the telephone to new heights.

SPECIFIC CTI EXPERTISE

InterLogic Systems possesses expertise in developing unique solutions within the telecommunications industry, independent of a technological platform. Our diversified experience and customer oriented approach allows us to scrutinize business requirements from a unique perspective. Ultimately, we strive to provide our clients with fully integrated and flexible CTI solutions that may encompass such business necessities as call processing, fax, e-mail, transaction processing, IVR development, ACD queuing, etc.

Our expertise is not in developing such solutions for a specific platform, but in determining the optimal solution that truly incorporates the various facets of CTI in an efficiently designed manner that can then be implemented with any technical platform.

CTI PRODUCTS UNDER DEVELOPMENT

InterLogic Systems has numerous R&D initiatives presently under way that will fill voids in the existing marketplace. These include areas such as unified messaging, seamless integration between different CTI platforms, ADSI support and related products.

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Africa	Asia Pacific
Latin America	Middle East	Europe

CURRENT MARKETING ACTIVITIES

InterLogic Systems is currently marketing a number of its unique applications and solutions across Canada and parts of the US. Investigation is under way in a number of foreign markets to assess market conditions and growth opportunities. Aggressive growth into the US marketplace is planned as a stepping stone to the larger markets presently developing internationally.

INTROTEL COMMUNICATIONS INC.

5751 Coopers Avenue
Mississauga, Ontario L4Z 1R9
Telephone: (905) 568-3000
Fax: (905) 568-3033

CONTACTS

President: Robert Turnpenny

COMPANY PROFILE

No. of Employees: 35
Annual Revenue: Over \$5 Million
Percentage of CTI Revenue: Currently Small

BUSINESS DESCRIPTION

Introtel specializes in providing both voice and data solutions for mid-size companies and we supply an array of communications expertise in installing and servicing communication systems. We have been very active in the past year in marketing ISDN services and CTI concepts. Our plan for the future is to become far more aggressive in selling CTI solutions including supplying LANS WANS equipment.

MAJOR PRODUCTS/SERVICES

Currently Introtel sells Mitel SX2000 Light and SX200 Light PBX's and AT&T Legend and AT&T Partner Key systems. We supply Centigram, Active Voice and AT&T voice processing solutions. CTI products currently offered are QSYS and Zenium through the Mitel applications gateway. Introtel is also an agent for Unitel, long distance services.

Introtel provides expert consultation in designing and installing the above services. We provide ongoing maintenance, system training, etiquette training, traffic measurements and analysis.

COMPANY HISTORY

Introtel was incorporated in 1981 and employs 35 people servicing the greater Toronto area. We have become the largest dealer of Mitel products in the Toronto region next to the telephone company.

The company has emphasized from the beginning the importance of a high level of service in order to build long-term relationships with our clientele.

MAJOR ACHIEVEMENTS

Introtel has been a leader in our area of the business. The following is a list of first's:

- first AT&T dealer in Canada
- one of initial 10 Mitel Quality dealers
- one of three initial Mitel Elite dealers in Toronto
- first installation of Mitel Superset 4
- first installation of Mitel 200 Light
- first Elite dealer installation of SX2000 in Canada
- first Mitel ISDN node installed in Canada
- currently implementing the first Canadian Mitel C.T.I. solution

SPECIFIC CTI EXPERTISE

For the last two years, Introtel has been working with Mitel, QSYS International and Zenium International in order to deliver these products to the Canadian market. During this timeframe we have developed a good understanding of the C.T.I. requirements and applications. We are currently installing a QSYS platform linking a Mitel SX200 HCI to an AS400 working off of a LAN. We will be providing the installation and servicing for this product.

IVE'N' DI-RECT COMMUNICATIONS (IDC)

Suite 1, 1058 Prince Street
Ottawa, Ontario K1Z 6G1

Telephone: (613) 798-8295

Fax: (613) 761-9893

E-Mail/Internet: idc@ftn.net

CONTACTS

President: Mr. Ivan Shaw

VP Sales & Marketing: Mr. Richard Forbes

VP Business Development: Mr. Wayne King

VP International Sales: Mr. Gerry Graham

Executive Assistant: Ms. Debbie Prevost

COMPANY PROFILE

No. of Employees: 10

BUSINESS DESCRIPTION

Value-added reseller and consulting firm for enhanced telephony applications such as voice mail, IVR, fax-on-demand and CTI applications.

MAJOR PRODUCTS/SERVICES

IDC is currently developing CTI software and applications for resale.

COMPANY HISTORY

IDC is a consulting firm for enhanced telephony applications. IDC has been in operation for two (2) years and specializes in the sales, installation and servicing of turnkey PC-based voice mail, IVR and fax-on-demand systems. IDC is also active in the wireless communications market offering cellular, two-way radio, pagers and related services. In addition, IDC provides interconnect services and facilitates the sale and installation of certain phone systems. IDC has geared its marketing and products to small to medium-sized companies and vertical markets. IDC also operates as a service bureau, 900/976 pay-per-call service, and outsources call processing for enhanced telephony applications such as voice mail, IVR, fax-on-demand and fax broadcasting.

MAJOR ACHIEVEMENTS

To date, IDC has worked in conjunction with other firms to develop and install voice processing and IVR systems for the Government of Canada. These systems allow callers to obtain interactive information such as income tax balances and taxation remittances. IDC also implemented the call processing system for "Dial-A-Nurse", a pay-per-call medical information line.

SPECIFIC CTI EXPERTISE

IDC has extensive experience with all major LAN databases on the market including Novell Netware, LAN Manager, Banyan Vines, Oracle and Sybase. In the telephony field, IDC has experience integrating open phone systems and PBXs, implementing links between PBXs and LANs, and working with mainframes. IDC has the experience and the qualifications in the phone and networking fields to assist companies with the anticipated shift to desktop in the call processing industry.

CTI PRODUCTS UNDER DEVELOPMENT

IDC is currently developing software products that will allow phone systems to integrate with LANs, and thus communicate with one another via data transmission. Each system will understand the protocol and signalling of the other. IDC also anticipates the creation of CTI software which will incorporate all messaging media including voice mail, electronic mail, fax mail and video, as well as the internet. IDC expects the internet will provide a unique platform for world-wide telephony applications in near real-time.

PARTNERING INTERESTS

Technology transfer /Licensing
Distribution/Dealership

Financial Investment
Joint Marketing

EXPORT MARKETS OF INTEREST

Latin America Asia Pacific

CURRENT MARKETING ACTIVITIES

IDC is currently working with telecommunications companies in the Caribbean for the export of voice mail and IVR systems for government applications.

IVR INTERACTIVE VOICE RESPONSE SYSTEMS, INC.

7260 No. 4 Road

Richmond, B.C. V6Y 2T3

Main Telephone: (604) 279-9487

Demonstration Line: (800) 661-4487

Fax Telephone: (604) 273-9855

E-Mail @ Internet: mike_hilton@mindlink.bc.ca
randall_walrond@mindlink.bc.ca

CONTACTS

President: Randall Walrond (ext. 100)

VP Sales Engineering: Mike Hilton (ext. 103)

COMPANY PROFILE

Number of Employees: 4

Annual Revenue: \$200,000

Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION:

IVR interACTIVE is a privately held advanced software development company dedicated to bringing innovative and robust telephony solutions to the marketplace. Great pride is taken in offering user friendly and intelligent software and hardware solutions using IVR interACTIVE's academic and professional experience in researching and developing with leading edge technology.

MAJOR PRODUCTS/SERVICES

IVR interACTIVE's flagship product is the revolutionary REVERE Voice Mail Version 2.0. REVERE has a feature rich user interface, with a simple 1,2,3 menu structure and multi-level prompt system which helps reinforce IVR interACTIVE's commitment to providing voice mail that empowers its users.

In addition to REVERE Voice Mail, IVR interACTIVE also develops applications for Call Centers, 1-900/1-800 Service Bureaus, Fax Back/Fax on Demand Services, Interactive Voice Response and Network Call Processing applications to name a few. These applications may be "stand-alone" or take advantage of the open architecture of REVERE Voice Mail to be fully and seamlessly integrated with the voice mail system.

COMPANY HISTORY

IVR interACTIVE was founded in 1993 to fill a gap in the marketplace for custom telephony applications for all sectors of the business community ranging from small businesses to large corporations. Originally set up as an interactive voice response development company, IVR interACTIVE entered the voice mail market in 1994 with the introduction of REVERE Voice Mail, one of the first fully interactive voice response ready voice mail products available. Since then, IVR interACTIVE has developed applications for Call Centers, 1-900/1-800 Service Bureaus and Network Call Processing systems

MAJOR ACHIEVEMENTS

IVR interACTIVE prides itself on the ability to customize and build custom applications on the REVERE platform. REVERE represents a major advance in voice mail technology, in recognizing the need to provide extended and custom tailored telephony applications for customers. IVR interACTIVE can provide multiple applications within the same hardware environment, thus reducing the end cost to the customer for voice processing hardware as well as reducing the need for further expensive KSU/PBX support hardware. IVR interACTIVE has made telephony technology attainable for any business with systems that can be configured as small as two ports, with growth potential in two port increments.

CTI EXPERTISE

IVR interACTIVE has development experience with fax, voice and data, in stand alone or networked configurations. Voice Messaging and Interactive Voice Response platforms with open architecture are the main thrust of IVR interACTIVE. However, recent developments with TAPI and TSAPI standards have opened up new opportunities in the form of desktop voice processing control and management. IVR interACTIVE is now concentrating a great deal of research and development in the field of networked/unified messaging systems and desktop voice processing.

CTI PRODUCT DEVELOPMENT

IVR interACTIVE is currently developing the next release of REVERE Voice Mail, which will be Version 3.0. Currently in beta test is REVERE WinCompanion 1.0, a MS Windows based desktop voice mail management tool for networked versions of REVERE 2.0. Also in development are stand alone voice and fax service bureau applications.

PARTNERING INTERESTS

Joint Marketing Distribution Dealerships

EXPORT MARKETS OF INTEREST

United States Europe Asia Pacific

CURRENT MARKETING ACTIVITIES

IVR interACTIVE is currently marketing and pursuing dealers and interested buyers in Canada. Some preliminary discussions have taken place with interested parties in Hong Kong and Eastern Europe.

JFB MICROSYSTEMS INC.

1541 Notre Dame
Ancienne Lorette
Quebec, Canada G2E 3B4
Telephone: (418) 871-4461
Fax: (418) 871-8460
E-Mail: 71411,151@compuserve.com

CONTACTS

President: François Boulanger
Sales & Marketing: Francine Boucher
International Sales: François Boulanger

COMPANY PROFILE

Number of employees: 6
Annual Revenue: \$750,000
Percentage of CTI Revenue: 50%

BUSINESS DESCRIPTION

Founded in 1984, JFB MicroSystems Inc. is a privately owned Canadian company specializing in the development, manufacturing and distributing of Telecommunications Management Software. A wide range of modules cover the needs of all types of uses: call accounting, inventory management, directory listing, cable management, trouble and work order management, etc. The product line is marketed under the name "SOFTTEL".

The Company also manufactures an intelligent data acquisition buffer, which can be used for front-end processing, alarm monitoring, fraud detection and access control. Up to four (4) bi-directional serial ports can be used simultaneously, since all the software is interrupt-driven.

JFB MicroSystems Inc. also develops custom software for particular applications, such as hotel/motel business, a centralized directory system, and database-aware IVR applications.

COMPANY HISTORY

The Company was founded in 1984 by Mr. Francois Boulanger, P.Eng. and its mission is to develop and market high-end software in Telecommunications Management. The Company owns a 300 sq. meter building in Ancienne-Lorette, near the Quebec City airport. It presently employs six people, and also has a sales and technical support office in Montreal.

Over the years, the Company has developed many custom systems, which has led to new business opportunities. The Company is now involved in developing database-aware IVR systems.

More than six hundred (600) sites now use our software, and the company has committed to developing new products, through partnerships and licensing.

Another area of expertise is in RS-232 data acquisition and processing. The Company has developed its own intelligent data buffer, and has applied this technology to many areas.

All the products developed by the Company are bilingual (French & English).

MAJOR ACHIEVEMENTS

Installation of the SOFTEL call management system in over fifty (50) international sites, through the Embassies and Missions of the Department of Foreign Affairs. A Hotel system was also installed in Paris, France in 1991.

Hydro Quebec has close to eighty (80) sites running our software, some with a specialized version of our data acquisition buffer.

Centralized directory system for the Government of Quebec (60 000 names), running on a Novell server, and based on our standard directory program.

Multi-site, interactive PBX programming for Cossette Communications in Montreal.

SPECIFIC CTI EXPERTISE

In the past ten (10) years, we have acquired expertise in linking PBX and micro-computers, mostly through call accounting applications, and interactive programming for calling name display, class of service, authorization codes.

Our intelligent buffers can also be used to monitor RS-232 activity, and act on certain patterns: alarm monitoring, fraud detection.

We have just completed the development of a specialized "order desk" IVR application (Windows based). This voice processing application is the first of a series of products that our new division will be developing.

CTI PRODUCTS UNDER DEVELOPMENT

A "wizard" Windows application that will enable the end-user to customize his IVR script without any programming.

PARTNERING INTERESTS

Technology Transfer/Licensing Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States Europe Latin America

CURRENT MARKETING ACTIVITIES

Presently, we are reviewing our marketing approach, and will be visiting many trade shows in 1995 to help determine the best strategy. We will most probably be seeking partners/distributors for these new markets.

KOLVOX COMMUNICATIONS INC.

4100 Yonge Street
Toronto, Ontario
Canada M2P 2B5
Telephone: (416) 221-2400
Fax: (416) 218-3110
E-Mail: 524-8793@mcimail.com

CONTACTS

President: Isaac Raichyk
Vice President: Kurt D. Lynn

COMPANY PROFILE

No. of Employees: 40
Annual Revenue: \$5 Million
Percentage of CTI Revenue: 15-20% (1995 estimate)

BUSINESS DESCRIPTION

Kolvox provides ASR-engine independent speech recognition applications incorporating both large and small vocabulary ASR technology.

MAJOR PRODUCTS/SERVICES

- LawTALK(R)—large vocabulary speech recognition for the legal office;
- OfficeTALK(R)—large vocabulary speech recognition for the general office;
- OfficeTALK/PD(R)—large vocabulary speech recognition for persons with disabilities;
- VoiceCompanion(tm)—speech interface technology;
- Custom development services.

COMPANY HISTORY

Kolvox is 4 years old. The company went public in 1994 and is traded on the Alberta Stock Exchange (ASE:KOL).

MAJOR ACHIEVEMENTS

Kurzweil A.I. and WordPerfect (Novell) both license speech interface technology from Kolvox.
LawTALK is the market share leader in speech recognition use in the legal marketplace. Joint development CTI projects with Phoenix Technologies, Ltd.

SPECIFIC CTI EXPERTISE

Kolvox has specific expertise in development of CTI-based applications using continuous, small vocabulary (500-1000 words) speech recognition.

CTI PRODUCTS UNDER DEVELOPMENT

Office applications and remote-access interface techniques.

PARTNERING INTERESTS

Joint Marketing	Technology Licensing
Financial Investment	Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Europe	Latin America
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CURRENT MARKETING ACTIVITIES

Currently market through a network of approximately 250 VARs in the US, the UK, Canada, South Africa, Australia and New Zealand.

LGS GROUP INC.

1253 McGill College
7th Floor
Montreal, Quebec H3B 2Y5
Telephone: (514) 861-2673
Fax: (514) 861-3832

CONTACTS

President: Raymond Lafontaine
VP of Business Development: Sylvain Gagnon
VP of Sales & Marketing: (Montreal) Pierre Bastien
Director, Call Centre Products: Pierre Lemoine

COMPANY PROFILE

No. of Employees: 900
Annual Revenue: \$65 Million
Percentage of CTI Revenue: 5 %

BUSINESS DESCRIPTION

LGS is one of Canada's leading systems integration firms and provides consulting services in all aspects of information technology and management. We are very well established in new technologies such as:

- Computer telephony integration
- Electronic commerce
- Voice & data communications
- Image processing
- Client-server networks

In addition, our consulting experience in Business Process Reengineering gives us an edge that allows us to better understand the impact on organizations of implementing new technologies.

MAJOR PRODUCTS/SERVICES

In the CTI area, we offer a wide variety of services and products:

Services: Our Call Centre division is backed by LGS' 15 years of experience in large I.T. projects. Among the services offered:

- Business process reengineering
- Call centre system architecture
- CTI applications development
- IVR applications development
- Training on CTI environment
- Post-implementation support

Products: LGS Call Centre division has developed over the years a library of CTI objects which take advantage of the Northern Telecom Meridian technologies. These objects are:

- Predictive dialing module
- Coordinated call and screen transfer
- Intelligent call routing
- Power outage information system for utilities (IVR)
- Toolkit for Meridian Access development
- Toolkit for Meridian Link development
- CTI/UNIX utilities
- CTI statistics collector

COMPANY HISTORY

Founded in Montreal in 1979, LGS went public in 1986 and today can tap into the competence of dozens of senior managers, 900 Information Technology professionals and a solid administrative support team.

Today, LGS has grown to include 11 business offices across Canada and 3 in Europe, and ranks among the four most important Canadian Information Technology consulting firms in the country.

Our role in unfurling the latest techniques, the quality of our services, our spirit for innovation and our sound management principles have earned us the confidence and trust of an extensive client base.

Since the firm was founded, our management strategies have allowed us to enjoy an enviable financial position. Virtually debt-free and with solid shareholders' equity, LGS can rely on a fundamentally strong financial position. When it comes to investments, large project risk, costs associated with growth, or

even an economic recession, we can face the situation head-on. From the beginning we forged strong ties with our clients in several business sectors: financial, insurance, public administrations, manufacturing and distribution, transportation, high technology, public services, education, healthcare, etc.

MAJOR ACHIEVEMENTS

As a systems integrator, LGS has successfully completed numerous large-scale telecommunications and Customer Service projects which positioned us very favorably in implementation of CTI environments. Examples of such major achievements include:

Airline: Design integration and implementation of worldwide voice and data networks.

Utilities: a) Implementation of call centre solutions; b) Architecture of call centres; c) Implementation of predictive dialer modules for credit collection departments.

Banking: a) Implementation of a customer service solution for 1,400 branch operation; b) Implementation of inbound call centres for credit card operations.

Insurance: Implementation of CSR applications and outbound operations (including Predictive Dialer).

Retail: Implementation of telecommunications and applications in interface in over 1,000 stores.

In summary, LGS has earned the reputation of being a leader in the planning, implementation and support of state-of-the-art strategic applications that are at the core of our clients' operations. LGS also distinguishes itself from the crowd by being the only information technology firm with a solutions development methodology that is business-oriented.

SPECIFIC CTI EXPERTISE

LGS has been involved in CTI projects since 1991. After successful implementations of IVR applications in renowned financial institutions and Utilities companies, we have concentrated our efforts on the development of CTI products integrated to Northern Telecom Meridian-1 technology.

We then created in 1993 the LGS Call Centre division. This division which employs over 25 employees is dedicated to the development and support of the LGS CTI product line as well as to the implementation of these products at customer sites.

Among the specific CTI expertise that we have:

- Reengineering of the call centre business processes
- Design and implementation of IVR applications
- Implementation of predictive dialing systems

- Implementation of coordinated call and screen transfer module
- Customization of customer sales representatives applications
- Development of communication interfaces
- Development of client-server applications
- Networking of call centres
- Call centre system architecture
- Product knowledge on Meridian-1 product line such as Meridian Mail, Meridian ACD, Meridian Link, Meridian Access, Meridian IVR
- Licensee on Meridian Link and Meridian Access
- Valued-added developer on IBM CallPath product line
- Expertise on TAPI and TSAPI standards

CTI PRODUCTS UNDER DEVELOPMENT

We are currently finalizing the architecture of the LGS CTI server. This server offers the capabilities to handle simultaneously inbound/outbound operations. The object-oriented approach being taken will offer the flexibility to users and application developers to assemble/integrate a wide variety of CTI objects and ensure a seamless evolution of their call centre.

PARTNERING INTERESTS

Joint Marketing Technology Transfer/Licensing
Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Asia Pacific
Europe	Latin America

CURRENT MARKETING ACTIVITIES

The highlights of our 1995 CTI marketing plan are :

- Increase LGS market share in Canada
- Establish distribution agreements with US based companies
- Penetrate the European market through LGS business offices
- Make available our CTI development tools to CTI value-added developers

Marketing Activities:

- Participate in CTI shows
- Participate in industry applications forum
- Establish partnerships with applications software provider (i.e. contact management, credit collection, customer services, Télé-marketing, etc.)
- Introduce LGS CTI product line on non-Northern Telecom platform

MCI MULTINET COMMUNICATIONS INC.

7955 Transcanadienne
St. Laurent, Quebec H4S 1L3
Telephone: (514) 745-0000
Fax: (514) 745-0320

CONTACTS

President: Nelson Greenberg
VP of Sales & Marketing: Richard Martel
VP of Business Development: Larry Lissner
VP of International Sales: Janice Greenberg

COMPANY PROFILE

No. of Employees: 90
Annual Revenue: Over \$10 Million
Percentage of CTI Revenue: 10%

BUSINESS DESCRIPTION

As a leader in business telecommunications products and services since 1986, MCI offers a broad range of quality products, services and expertise. From basic telephone systems to video conferencing and the new wireless CT2 Plus system, MCI will customize the right combination of systems for the company's needs.

MCI shops the world for you. Through our own research and development, MCI has assembled the finest telecommunications products from around the world to save you time and money. And you may be pleasantly surprised to learn that some of the best equipment and software comes from right here in Canada, the leader in global telecommunications.

MAJOR PRODUCTS/SERVICES

- Mitel Elite Dealer
- SX-200 Light, SX-2000 Light, SX-2000 Microlight
- Norstar, Northern Telecom Meridian
- Northern Telecom Startalk and Startalk Plus
- Northern Telecom Companion
- Vox, Multilingual voice processing system

COMPANY HISTORY

MCI is a leading distributor of telecommunications products and services to the commercial market.

We sell, service and install telephone hardware, software, voice processing systems and peripheral software packages to enhance productivity in most facets of business. MCI adds value to the variety of manufacturers' products through comprehensive training courses, professional consulting services and highly responsive after installation service.

MAJOR ACHIEVEMENTS

Established in 1986:

- Largest privately owned interconnect business in Canada.
- Largest interconnect dealer for Northern Telecom in the eastern region.
- Largest Mitel Elite interconnect dealer in the eastern region.
- Largest interconnect dealer for VOX Technology in Canada.
- MCI group was ranked 21st in North America in the 1992 Teleconnect 100 survey and 11th in 1993.
- Offices in Montreal, Quebec City, Toronto, Calgary, Ottawa and Vancouver.
- Over 200 employees.
- Winner of Best Business Award, 1990 through to 1993.
- Arthur Anderson Financial Post Award for Top 50 Best Managed Private Companies in Canada 1994.

SPECIFIC CTI EXPERTISE

- Dial by name software.
- Touch screen PC Based Attendant Console.
- PC based interactive least cost routing and call accounting system.
- Multilingual order entry system via voice processing system.
- Technician/order completion tracking system via multilingual voice processing system.
- Multilingual voice processing to main frame bridge for location of ships (St. Laurence Seaway).
- Interactive PC based call accounting systems; allowing pre-setting of monthly budgets per user/department with automatic blockage of calls.

CTI PRODUCTS UNDER DEVELOPMENT

- Bridge with accounts receivable package for automatic intercept of incoming calls, via caller ID, for calls of customers over credit limit.
- Order entry system with screen pop-up on Northern Telecom Norstar systems.
- Predictive Dialer bridge with accounts receivable software on Northern Telecom Norstar systems.

PARTNERING INTERESTS

Joint R&D	Technology Transfer/Licensing
Joint Marketing	Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Latin America
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CURRENT MARKETING ACTIVITIES

- Educational Seminar
- Mailers
- Newsletter
- Articles in trade magazines

MCK TELECOMMUNICATIONS INC.

130 Bowness Centre N.W.

Calgary, AB

Canada T3B 5M5

Telephone: (403) 247-9777

Fax: (403) 247-9078

CONTACTS

President: Cal Manz

Sales & Marketing: Wayne Leibel and Sherry Jenkins

COMPANY PROFILE

No. of Employees: 22

Annual Revenue: \$6 Million (1995 estimate)

Percentage of CTI Revenue: 10%

BUSINESS DESCRIPTION

MCK Telecommunications Inc. is a leader in the design of innovative solutions for business telecommunications requirements. MCK responds to unique customer demands with a broad range of creative, cost effective products enhancing the functionality of telephone systems. Based in Calgary, MCK designs, manufactures and markets its products in addition to providing full technical support. Since incorporation in 1989, the company has successfully forged local and international relationships, building a reputation for excellence and product innovation both domestically and abroad. The formation of strategic partnerships with major telecommunications manufacturers has resulted in the acquisition of licensed protocol agreements.

MAJOR PRODUCTS/SERVICES

Continuous research and development activities have enabled the company to specialize in a variety of product areas including:

- Telecommuting devices
- Digital to Analog Convertors
- Computer/Telephone Integration
- Digital Voice Alarm Dialer
- Centrex CPE Peripherals
- PBX and KSU Peripherals

MCK's current CTI product is named Telebridge. Telebridge is an innovative and cost effective device that integrates the functionality of a Northern Telecom Meridian digital set with a desktop PC. A software developers kit is available for developers to create Windows based desktop solutions and utilize the full functions of the Meridian PBX.

Telebridge allows the user to integrate their Meridian telephone features with their desktop PC using the Microsoft Telephone Application Programming Interface (TAPI). Connected directly to a digital port, the Telebridge emulates a proprietary Meridian feature set and interfaces via RS232 to a PC. Audio interfaces that are available include handset/headset, 2500 set or sound card.

MEDIASOFT TELECOM, INC.

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E-Mail/Internet: mst@altitude.cam.org

CONTACTS

President: Mr. Bachir Halimi

VP of Sales & Marketing: Mr. Gabor Barta

COMPANY PROFILE

No. of Employees: 12

Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

MediaSoft Telecom develops and markets software tools to build and operate interactive communication systems integrating leading-edge technologies in voice, fax, videotex, client/server and multimedia on a single Unix platform. MediaSoft's challenge is to design systems so that anybody can access computers to get information, communicate and make transactions at anytime and from anywhere.

MediaSoft Telecom, Inc. is a privately owned Canadian corporation founded in 1987. MediaSoft products are currently used by banks, telephone companies and universities around the world to provide a variety of on-line services for home banking, electronic telephone directories, student registration, ticketing and home shopping.

MAJOR PRODUCTS/SERVICES

MediaSoft's principal product line is called IVS (Interactive Voice Systems). IVS is comprehensive set of software tools, hardware interfaces and development utilities designed to help companies build and run powerful interactive applications integrating voice, fax and data. It comes with a built-in database management system, a high level script language with embedded SQL support, a compiler, an object-code processor, a utility to monitor and control all activities of the server, a statistics report generator as well as a voice prompt recording utility.

IVS' design concept separates the application's development environment using separate operating systems to maximize performance and ease of use: Windows for IVS Builder and Unix for IVS Server. The glue between the two is Blabla, a high level event-driven script language specifically designed for interactive call processing services. IVS features the best of both worlds—the user friendliness of Windows to build & manage call processing applications and the power of Unix to run them.

COMPANY HISTORY

Incorporated in 1987, MediaSoft Telecom specialized in building and managing large Videotex servers connected to Bell Canada's Alex videotex network.

In 1989, MediaSoft began marketing its products internationally and was the selected videotex technology and software supplier for Korea Telecom (white pages and yellow pages directory lookups) and the National Bank of Egypt (telebanking services). In 1993, MediaSoft entered the IVR/Call Processing market with the launch of its IVS interactive voice response server technology.

MAJOR ACHIEVEMENTS

MediaSoft Telecom's major achievements include:

- Use of dual operating systems (Windows/UNIX) to build and run IVR call processing applications.
- All MediaSoft products support multiple standards and multiple languages.
- Creation of a full range of interactive communication products including IVR, Audiotex, Videotex Development systems, Application Modules and Videographic tools.
- Selected as the supplier for videotex systems by national network operators such as Korea Telecom.
- Development of turnkey home banking systems for international banks such as the National Bank of Egypt.
- Selected as the primary supplier of IVR technology by the University of Quebec in Montreal.
- Achieved status of Authorized Dialogic Toolkit Developer.
- Recipient of Computer Telephony Magazine's Editors Choice Award.

SPECIFIC CTI EXPERTISE

MediaSoft has specific expertise in Interactive Voice Response, Audiotex, Videotex, VoiceView, Text-to-speech, Speech Recognition, Fax server, Switching and digital networks.

CTI PRODUCTS UNDER DEVELOPMENT

MediaSoft Telecom's IVS System is complete. However, additional features and capabilities are constantly being added. Some of the developments planned are:

- Incorporation of Multimedia support
- Video servers
- TAPI/TSAPI
- Videotex support for IVR platforms
- Specific application module developments
- Switch servers

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Europe	Asia Pacific
Latin America	Middle East	

CURRENT MARKETING ACTIVITIES

MediaSoft is currently in the process of establishing a worldwide network of distributors and resellers as well as marketing directly to large accounts such as phone companies, enhanced services providers, call centers, service bureaus (1-800/1-900 based), universities and financial institutions. System Integrators and Application developers are also being solicited to work with MediaSoft to develop various specialized applications for vertical markets.

MITEL CORPORATION

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CONTACTS

President: Dr. John Millard
VP of Sales & Marketing: Mr. Rob Dietrich
(Corporate Affairs)
VP of Business Development: Mr. Ron Evans
VP, CTI Products Group: Mr. Peter Bohacek

COMPANY PROFILE

No. of Employees: 3600
Annual Revenue: \$500 Million
Percentage of CTI Revenue: 2%

BUSINESS DESCRIPTION

Manufacture, sales and service of PBXs (Private Branch Exchange), telephone sets, semiconductors, dialers, Computer Telephony development tools, PC cards, PC Call Control S/W and Systems.

MAJOR PRODUCTS/SERVICES

- SX-2000 PBX
- Computer Telephony Call Center System
- Call Center Integration Services
- T1/E1 PC Telecom Card
- ISDN "S" interface PC Telecom Card
- ISDN PRI Telecom Card
- Connection Master Call Control Software for Multi Vendor
- Integration Protocol (MVIP) and Signaling Control System Architecture (SCSA)
- Computer Telephony Development Platform

COMPANY HISTORY

Mitel has shipped 176,000 PBX systems in 80 countries and has had recent success with its new fibre distributed "Light" PBX products. Mitel has also had major successes with its Semiconductor division which is growing at 40% per annum. The oldest business in Mitel is what is commonly called the "Dialer" business. Dialers are sold to long distance carriers around the world and have proven to be a very profitable niche in network access products.

MAJOR ACHIEVEMENTS

- Expansion into the Computer Telephony market with PC Telecom Boards, Call Control S/W as well as CTI development platforms for the Mitel PBX's.
- Dialer business expanding into Asia, Latin America and Europe.
- Semiconductor chosen as winner of the 1994 Canada Export Award.

SPECIFIC CTI EXPERTISE

Mitel has been a leader in CTI for several years and was pioneering CTI as far back as 1986 for the Telecom '87 show in Geneva.

Expertise has been established in defining CTI interfaces to PBXs, PC Telecom Boards and Software Drivers for the boards on multiple Operating Systems, assisting in the formation of a multi vendor standard interface for the boards (MVIP; Multi-Vendor Integration Protocol) and a call control software product called Connection Master which allows VAR's to control the MVIP bus.

CTI interfaces have been developed for many of Mitel's PBXs with several hardware and software products commercially available as well as a number of software toolkits for CTI.

Partnerships have also been established with other industry leaders in CTI, in the area of interface definition, software applications, OEM relationships, systems integration and product distribution and service.

CTI PRODUCTS UNDER DEVELOPMENT

Mitel has a very active product development program in addition to a number of joint relationships with other companies for the development of applications and other CTI capabilities.

The latest advance into CTI is in the area of multi-media call control using the above mentioned PC Boards, Call Control Software and open MVIP bus. The CT Platform provides the VAR a simple API for integrating their applications onto the Platform along with a number of Mitel provided messaging applications for phone, voice mail, e-mail, fax and media conversion.

Another major development is focusing on an adjunct to PBXs which provides standard interfaces to LANs, third party CTI applications and a platform for application development, including a powerful toolkit.

PARTNERING INTERESTS

Joint R&D	Technology Transfer/Licensing
Joint Marketing	Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Asia Pacific	Europe
Middle East		

CURRENT MARKETING ACTIVITIES

CTI Solutions. This group was set up in 1994 to address the market opportunities of the rapidly expanding world of CTI (Computer Telephony Integration), by marketing packaged and integrated applications, services and enabling products that incorporate CTI with PBX technologies.

Communicating Objects. Established in 1992, this group develops and markets open platforms for PC-based telephony and enabling CTI components, middleware and subsystems for use by parties developing PC-based telephony applications.

Mitel is currently marketing its CTI products in North America and Europe. A major thrust has been launched in North America with a series of press announcements, product introductions and marketing programs to address the needs of the converging marketplace.

To actively support these key product initiatives, Mitel will participate in a number of seminars, conferences and related trade events to further solidify Mitel's leadership role in CTI.

To build awareness for Mitel's CTI capabilities, a major advertising program has been launched in 1995, targeting core telephony and PC publications. In addition, a series of personal press/media tours have been conducted throughout North America targeting key publications, industry analysts and consultants in both the telecom and computing industries

What to learn more about CTI?

A handy guide called "The CTI Primer", has been published by the CTI Products Group for those interested in learning more about computer telephone integration. This 70-page booklet includes six chapters and appendices, including a glossary of industry terms and a reading list.

The "Primer" explains CTI and the new workplace, the foundations of the technology, integrating CTI's building blocks, the technology at work, how to implement CTI and an industry overview. The content is clearly presented, includes many explanatory diagrams and is impressively objective in its approach.

Mitel is also very active in the GO-MVIP forum and has been working closely with a number of computer software companies currently focused on CTI.

MODULAR TELEPHONE INTERFACE LTD. (MTI)

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Fax: (905) 738-0939

CONTACTS

President: Henry Di Natale
VP & General Manager: Robin Vinden
Director, Sales & Marketing: Barry Walley

COMPANY PROFILE

No. of Employees: Over 100
Annual Revenue: \$20 Million (1995 estimate)
Percentage of CTI Revenue: 1%

BUSINESS DESCRIPTION

MTI is the only full service independent distributor to be fully supported by Northern Telecom for installation, maintenance and parts supply for the complete range of Norstar and Meridian SL1 products. MTI is also a distributor for the Mitsubishi Video Conferencing system.

MAJOR PRODUCTS

MTI provides the full range of products and services for NTL. These products embrace small to medium key system telephone solutions with voice mail and a wide cross section of application software. In the larger capacity arena, MTI provides Private Branch Exchange (PBX) systems capable of supporting several thousand telephone and terminal devices. These PBX switches are capable of supporting a wide spectrum of application software pathways to include:

- Automatic Call Distribution (ACD) with CTI interface capability;
- Automatic Attendant facilities and Voice Mail;
- Interactive Voice Response (IVR).

COMPANY HISTORY

MTI has been serving Canadian business since 1972. It was one of Canada's first inter connect companies following the deregulation of the telecommunications industry in the early 1970's. An early partnership with Northern Telecom Canada established MTI as a telecommunications provider with quality products, support and service. The marketplace's overwhelming acceptance of the value and flexibility of the inter connect provider prompted MTI to expand its Toronto operation to Cambridge, Kitchener, Hamilton, London, Ottawa, Montreal and Timmins providing sales and service to Southern Ontario and Quebec. MTI's thousands of Norstar and PBX customers choose the NTL-MTI team for quality, value and a caring partnership.

MAJOR ACHIEVEMENTS

MTI installed the first PBX system after deregulation was announced in Canada. Since this time the company has installed a large number of systems to the government, industry and commercial environments, varying in size from simple Key Systems to the very largest NTL switches capable of handling many thousands of devices. Throughout this time the company has developed a wealth of expertise including in-depth systems and engineering expertise which is a requirement in our rapidly developing world of Telecom.

SPECIFIC CTI EXPERTISE

MTI's systems engineering group are well positioned to cater to the demands of today's telephone world, embracing their customers needs for computer to telephony interface (CTI). Their knowledge base has developed as industry changes have occurred. Initially their expertise centered around 'link' architecture; today's more frequent needs center around TAPI, TSAPI Solutions.

CTI PRODUCTS UNDER DEVELOPMENT

MTI as a Northern Telecom authorised distributor is mainly involved within TSAPI interface needs in four unique areas. It is anticipated however that these programs will expand.

MPR TELTECH LTD.

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Burnaby, BC

Canada V5A 4B5

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E-Mail: wswong @ mprgate.mpr.ca

CONTACTS

President: Alan Winter

VP of Sales & Marketing: Ian Dowdeswell

Other: Van Dickson

COMPANY PROFILE

No. of Employees: 600

Annual Revenue: \$73 Million

BUSINESS DESCRIPTION

MPR Teltech is one of British Columbia's leading high-technology companies, providing advanced telecommunications systems and products to an international portfolio of clients in more than 15 countries. Incorporated in 1979, the company is owned by BC TELECOM and employs more than 600 people at five locations in Canada, the U.S. and Germany.

MPR Teltech specializes in using advanced technology to develop innovative business solutions for telecommunications service providers, equipment vendors and corporations that use sophisticated information systems. The company maintains a broad technology base that includes digital network products, satellite communications, network architecture, wireless communications, broadband, ISDN, intelligent software systems, network management and customer care systems. These diverse capabilities form the springboard for MPR Teltech to create new ways for its customers to communicate.

COMPANY HISTORY

MPR Teltech is owned by BC TELECOM Inc., one of Canada's largest telecommunications companies. BC TELECOM formed MPR Teltech by merging the research and development divisions of two companies previously owned by GTE: Automatic Electric (Canada) founded in 1906 and Lenkurt Electric (Canada), founded in 1949. The new company was incorporated under the name Microtel Pacific Research in 1979. Microtel Pacific Research became MPR Teltech in 1990.

During its history, MPR Teltech has grown from a captive research and development facility to a world-class high-technology company. Its revenues have climbed steadily from \$10 million in 1981 to more than \$78 million in 1993.

MAJOR ACHIEVEMENTS

Innovation has been at the heart of MPR Teltech's success. The company has a long record of pioneering achievements in the telecommunications industry. It developed the SPACETEL satellite communications system for BC TEL in 1984, providing high-quality voice and data links to remote areas. SPACETEL has since been installed in Alberta, Manitoba, the Northwest Territories, the Yukon, the U.S. and Thailand. The company also designed the system architecture, network management system and satellite earth stations for the North Warning Communication System that is used for surveillance of Canada's northern areas. As a result of its advances with satellite distress beacons, it is considered a world leader in the development of COSPAS-SARSAT emergency rescue beacons for land, air and marine use.

More recently, MPR Teltech earned international recognition as the first company in the world to develop and commercially market Asynchronous Transfer Mode (ATM) switches, now accepted to be the network technology of the 21st century. In 1993, the company laid the groundwork for the U.S. cellular industry's efforts to offer CDPD (Cellular Digital Packet Data) services, which enable the transmission of packet data over existing cellular channels. MPR Teltech currently plays a key role in developing the infrastructure for Canada's Information Superhighway.

SPECIFIC CTI EXPERTISE

MPR's CTI experience resides mostly in the Intelligent Networks (IN) Department. The IN Department has been working on Intelligent Networks and enhanced services research and development since 1987. In 1991, the department developed the Advanced Intelligent Network (AIN) simulator based on Bellcore's AIN recommendations. To demonstrate AIN capabilities, the IN Department implemented Universal Personal Telecommunications service. The IN Department also developed a graphical Service Creation Environment (SCE) for rapid service creation. In 1992, the IN simulator was enhanced to support ITU-T Capability Set 1 (CS-1), the international IN standard. In 1993, the AIN simulator was productized and given the name INEmulator. The INEmulator has installed bases in North America and Asia Pacific.

The IN Department also has the Intelligent Network technologies (including source code) available for licensing to third party vendors for their commercial Service Control Point (SCP), Intelligent Peripheral (IP), SCE and Enhanced Services Platform (ESP) development:

SCP technologies

- Service Logic Execution Environment software
- Service Independent Building Blocks software library

IP technologies

- Resource Control Execution Environment software
- IP interface software library

SCE technologies

- Mini-Service Independent Building Blocks software library

Switch controller and interface technologies

- Switch control software
- X3.28 protocol software library

CTI PRODUCTS UNDER DEVELOPMENT

MPR takes advantage of the experience in Intelligent Networks and telephone services to develop enhanced services platform and Intelligent Peripheral products. MPR is interested in joint service and product development opportunities with service providers and product vendors. MPR is also interested in the licensing of technologies that can help build the CTI products.

PARTNERING INTEREST

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Asia Pacific
Europe	Latin America

NORSTAN CANADA INC.

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North York, ON M2J 4W8
Telephone: (416) 490-9500
Fax: (416) 490-7191

CONTACTS

President: James Radabaugh
VP of Sales: Joseph Rubin
VP/GM, Integrated Services: Tom Ray

COMPANY PROFILE

No. of Employees: 225
Annual Revenue: \$45 Million
Percentage of CTI Revenue: 15%

BUSINESS DESCRIPTION

Norstan is a full-range provider of integrated voice, video and related data communications solutions that satisfy both today's and tomorrow's business needs. Through ethical, responsive and profitable actions, Norstan will provide a fulfilling work environment for our employees, legendary service for our customers, enhanced value for our shareholders, and a spirit of shared responsibility with our community.

MAJOR PRODUCTS/SERVICES

As a full service provider, Norstan truly offers "one stop shopping" to our customers. A complete spectrum of voice, video and data network products are offered to meet the communications needs of our customers and prospective customers. From PBXs to voice mail systems to local area networks, Norstan offers design expertise, superior installation, legendary service plus creative financing for companies small, medium and large.

- *Call Centres* (Aspect, ROLM);
- *PBXs* (ROLM 9751 & 9200);
- *Call Processing* (Voice Mail—Octel, AVT, ROLM, IVR—InterVoice);
- *Videoconferencing* (CLI Gallery, Radiance & *eclipse*);
- *Data Integration, Cable* (AT&T Systemax);
- *LAN/WAN Integration* (Customized Integration—Renaissance Connects);
- *CTI Implementation* (Aspect, ROLM);
- *Other* (Leasing—Norstan Financial Services; Education & Training—Norstan Education Services).

NORTHERN TELECOM

Corporate Address:

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Business Affiliate Programs (CTI Developer Programs) Address:

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Fax: (214) 684-3837

E-Mail/Internet: 0192896@nt.com (internet)

CONTACTS

Director, CTI: Susan King

Manager, Business Affiliate Programs: Chip Hysler

COMPANY PROFILE

Number of Employees: Approximately 58,000 worldwide

Annual Revenue: \$8.87 Billion (1994)

BUSINESS DESCRIPTION

Northern Telecom is a leading global provider of communications and computer- telephony solutions. The corporation, which introduced digital technology to the telecommunications industry in 1976, has more than 125 million digital lines in service or on order in 90 countries in North and South America, the Caribbean, Europe, the Middle East, Asia and the Pacific Rim. This is more than any other company in the world.

Northern Telecom provides products and services to the telecommunications and cable television industries, businesses, universities, governments and other institutions worldwide.

MAJOR PRODUCTS/SERVICES

Northern Telecom designs, manufactures and supplies one of the industry's most complete lines of fully digital switching and transmission systems. Northern Telecom products include equipment for both public and private communications networks: the Magellan Concorde, Gateway and Passport broadband switching systems; the Magellan DPN-100 packet switching systems; S/DMS SuperNode public network switching system; the S/DMS Transport Node and S/DMS AccessNode fiber-optic transmission systems; Cornerstone, a family of digital fiber/coax access products; the Meridian 1 line of business communication systems; the Norstar small digital business communications system; the VISIT desktop videoconferencing system; CTI products and Call Center applications; digital high-capacity, cellular mobile telecommunications switches and radios; the Companion family of wireless business and public personal communications systems; digital business and residential telephone sets.

COMPANY HISTORY

Celebrating 100 years, Northern Telecom was created in 1895. Originally part of Bell Telephone Company of Canada, it was incorporated as a separate company in 1895, called Northern Electric and Manufacturing Company Limited. In 1913, the company was owned 44 percent by Western Electric (AT&T). In 1956, under the Consent Decree of 1956, Western Electric terminated its licensing relationship with Northern Electric. Northern Electric began to achieve technical independence by creating its own R&D facilities in Belleville in 1957, and in Ottawa in 1959. In 1971, the company merged their R&D activities with Bell Canada to form BNR (Bell Northern Research). In addition, Northern Telecom Inc. was formed as a wholly owned U.S. subsidiary. In 1976, Northern Electric changed its name to Northern Telecom Limited. Throughout the 80's, Northern Telecom expanded and continues to grow in new emerging global markets and technologies such as CTI into the 90's.

MAJOR ACHIEVEMENTS

The following is a short list of some of NT's achievements:

- Developed world's first electronic telephone.
- Developed world's most advanced digital Centrex product.
- Developed first residential telephone with Caller identification.
- Has world's largest marketshare for Packet switches, PBXs, and Key Systems.
- Developed first Open Architecture Key System, Norstar, for CTI Development.
- First CTI toolkit for a key system.
- Developed world's first visual mailbox.
- Introduced world's first commercially available Microsoft TAPI application.
- Largest 3rd Party CTI developers program in the industry.
- Has world's largest marketshare of Call Centers and Call Center Applications.

SPECIFIC CTI EXPERTISE

Northern Telecom has historically been a pioneer in providing systems which enable computer/telephony integration (CTI) since the dawn of this industry segment. From the introduction of the world's first visual mailbox in 1987 to the world's first commercially available Microsoft TAPI application, Northern Telecom continues as the industry leader in computer-telephony integration.

Today, Northern continues that leadership by having the largest 3rd party developer program within the PBX industry and provides a variety of CTI offerings. These include a number of CTI developer toolkits, enablers and APIs for 3rd party application development. These offerings allow 3rd party developers to create first party and/or third party call control applications for Northern's DMS Central Offices, Meridian 1 PBXs, and the Norstar Key Systems.

In addition, the company is committed to support today's requirements for open architecture and standards compliance, and to help spur the development and availability of CTI applications to meet growing market demand.

CTI PRODUCTS UNDER DEVELOPMENT

The following lists products in development that will be available for 3rd party use:

- TSAPI for Meridian 1 PBX and Norstar Key Systems
- TAPI for Meridian 1 PBX, Digital Centrex, and Norstar Key Systems

- TSAPI and TAPI Toolkits for Developers
- TMAP (TAPI-TSAPI Mapping Software) provides interoperability between TAPI and TSAPI.
- Enhancements to current Meridian 1 and Norstar CTI toolkits and enablers.

PARTNERING INTERESTS

Technology Transfer/Licensing of NT Toolkits and CTI enablers

EXPORT MARKETS OF INTEREST

United States	Europe	Africa
Latin America	Asia Pacific	Middle East

CURRENT MARKETING ACTIVITIES

Northern Telecom has created the Business Affiliate Program to expand Northern Telecom's Computer Telephony and core business by linking the new CTI applications development (VAD) industry into Northern Telecom core operations and existing distribution channel programs to capture new vertical and horizontal market opportunities.

The program provides various technical, marketing and information services to CTI companies who want to work closely with Northern Telecom, its customers and distributors.

Marketing activities include:

- *Marketing, Product and Distributor Forums and Conferences.* This provides the ability to share information and meet with NT and its customers.
- *Technology Exchange Program, electronic BBS via Dialup or Internet.* Provides a means of communicating and supporting affiliates and their CTI development.
- *Application Marketing Support Program.* Affiliates' CTI products are listed in the Meridian CTI Solutions Catalog.
- *NT Compatibility Lab Testing Program.* Developer lab for developmental testing and compatibility testing is available.
- *Developmental Support Program - "Loaner" System.* A limited number of Meridian 1 development machines are available for use to facilitate product development, product testing and trade show demonstrations.

For more information on Northern Telecom:

Call 1-800-Northern or check Northern Telecom's Homepage on the World Wide Web. This service went into effect in March, 1995. The address is: <http://www.nortel.com>.

PIKA TECHNOLOGIES INC.

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CONTACTS

President: Peter Karneef
VP of Sales & Marketing: Peter Karneef
VP of Business Development: Peter Karneef
VP of International Sales: Rahul Virmani
VP of Engineering: Jim Pinard
VP of Finance : MaryAnn Harvey

COMPANY PROFILE

No. of Employees: 25
Annual Revenue: Under \$10 Million (privately held)
Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

PIKA Technologies Inc. is a leading manufacturer of computer telephony hardware platforms such as computer telephony integration cards, voice processing cards, pulse to DTMF converters and other voice response platforms. The company also performs some OEM telecom electronic design and engineering. All PIKA products are designed and developed in-house.

MAJOR PRODUCTS/SERVICES

Voice Response Cards: PIKA Technologies Inc. designs and manufacturers a family of PC/AT voice processing circuit cards that interface with the telephone network and operate on the basis of converting, compressing, processing and retrieving speech and DTMF signals. PIKA has developed several series of voice cards: The PIKA B Series are 1,2, and 4 line voice cards. These cards offer a cost effective platform for computer telephony applications with up to 64 lines in a single computer. The B series has won numerous awards and is considered to be the least expensive full featured voice cards on the market today.

The Inline Series: are state of the art MVIP compatible cards for the PC. Based on high powered Digital Signal Processor technology, these cards provide two(2) and four(4) analog interfaces in combination with a powerful DSP engine. The Inline series offer advanced features such as conferencing, switching, caller ID in a compact 1/2 card form factor.

The V 12 Series: is a family of scaleable DSP based voice processing cards. Each card includes 12 port universal analog line interface capability. On board the V-12 is a 512 channel PCM (MVIP) highway with digital switching that can be configured with up to 480 MIPS of DSP power. The card can easily support over 200 digital lines per card. The V-12 family is suitable for use in voice response, as a specialized PABX, Predictive Dialer or ACD, either stand-alone or other industry standard hardware such as fax, ISDN, T1 & E1.

Pulse Detection Products: PIKA designs and markets what is considered the leading pulse detection technology in the industry—the DSPTX. This technology is available in either a PC card or as a standalone box. A pulse detector essentially translates the “clicks” of a rotary phone to “DTMF” so that an IVR system can be accessed by rotary callers. PIKA is a recognized leader in pulse detection technology and our pulse units were chosen as “Product of the Year” by Computer Telephony magazine in the USA.

MITEL COV integration Cards: PIKA's Trans 4M is the world's only card manufactured under license from MITEL for connectivity between PC based telephony systems and MITEL

SUPERSWITCH PBXs. Computer telephony systems can use the TRANS-\$M in a variety of applications, either to provide tightly coupled integration with the PBX, or to emulate the various signaling functions of the MITEL SUPERSET telephones.

COMPANY HISTORY

PIKA was founded in 1987 and is a privately held corporation. Our founding mission is to design and manufacture computer telephony platforms that are cost effective, open and usable world-wide. To this end PIKA pioneered pulse detection technology and was the first manufacturer to successfully solve this problem. This effectively opened up European and Far Eastern markets for IVR and voice mail application vendors.

MAJOR ACHIEVEMENTS

- In 1991 PIKA released the PTX-16 Solo. The first standalone pulse detector that did not require a training digit. It quickly became the standard that other units are measured against.
- In 1992 PIKA released the first Windows DLL drivers, becoming the first voice platform to run under windows.
- In 1992 PIKA released the V12 platform, which was the first high density voice processing card that combined 12 line interfaces, voice processing and switching functions on the same card.
- In 1994 PIKA released the Inline series of voice cards which are the first multi line voice cards to offer caller ID detection as a standard feature.
- In 1994 PIKA released the V engine, the first ultra compact DSP engine that can be easily integrated into any hardware platform. Using PIKA's own DSP operating system VPOS development time is reduced and time to market specialized DSP based applications becomes very short.

SPECIFIC CTI EXPERTISE

PIKA has expertise in all areas of computer telephony hardware: analogue interfaces, DSP operating systems and pulse detection. Historically PIKA has offered a wide variety of analogue interfaces on all of its voice processing boards. Few

manufacturers support European DID and E & M interfaces.

On the DSP front PIKA developed its own DSP O/S VPOS. This has allowed PIKA to rapidly develop advanced features for its DSP based cards. VPOS is one of the very few DSP operating systems that has been optimized for Computer Telephony.

In Pulse detection, PIKA's PTX technology is unique in the industry in allowing accurate pulse digit detection in over 45 countries without requiring the user to dial a training digit. Since over 90 % of phones in use are rotary based, the transparent nature of the PTX has earned it the respect of VAR's all over the world.

CTI PRODUCT UNDER DEVELOPMENT

PIKA is currently developing the V-12 Premier series of ultra high density voice platforms. These will offer dual E1 or T1 interfaces with 48 ports of voice processing on one card.

PARTNERING INTERESTS

Joint R & D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTERESTS

United States	Europe	Africa
Latin America	Asia Pacific	Middle East

CURRENT MARKETING ACTIVITIES

PIKA has opened an office in the Netherlands in order to better serve the EEC. Distribution channels exist in 15 countries. PIKA advertises in the major computer telephony magazines and exhibits at various trade shows. Recently PIKA began advertising in BYTE magazine in order to reach a broader range of computer telephony developers and dealers.

PIKA offers its developers marketing assistance: It is our aim to help our customers succeed in every way possible. Our Developers program consists of the following: 1) pre-qualified leads; 2) distribution channel development; 3) trade show support; 4) co-operative marketing; 5) product development assistance and technical support.

PLEASE HOLD CANADA

415 Exmouth street

Sarnia, Ontario N7T 5P1

Telephone: (519) 339-8842

Fax: (519) 339-1041

E-Mail/Internet: PHCSUPP@CAM.ORG

CONTACTS

President: Steve Fogel

VP Sales & Marketing: Christopher Braun

Business Development: Steve Fogel

International Sales: David H. Fogel

Technical Support: David H. Fogel

COMPANY PROFILE

No. of Employees: 12

Annual Revenue: \$550,000

Percentage of CTI Revenue: 15%

BUSINESS DESCRIPTION AND PRODUCTS

Customized Message-on-Hold provider as well as telephone ancillary equipment which includes the following:

- Call Sequencers
- Digital Announcers
- Please Hold Mail Voice Response platform
- VOX Technologies Integrated Voice Response systems
- 900 MHz cordless Headsets
- "Oracle" multiple Message announcement device

COMPANY HISTORY

PHC is a full-service message-on-hold provider, headquartered in Sarnia, Ontario with offices across Canada. Founded in April, 1985, PHC has grown steadily to become one of the leading message-on-hold suppliers, with clients spread across Canada and the United States. Through repeated requests from many of our national accounts, PHC has expanded its product and service base to include the state-of-the-art field of telephone ancillary equipment. PHC is fully committed to the training and product knowledge necessary to facilitate the sale and installation of this latest product and service line expansion.

MAJOR ACHIEVEMENTS

Strategic business alliances with Canadian and U.S. telephone companies and interconnect companies.

SPECIFIC CTI EXPERTISE

Please Hold Canada's engineers and technicians are both computer and telephony experts. Our staff are fully trained in all aspects of telephone and computer programming. This allows us to offer our clients the maximum benefits from CTI technology.

CTI PRODUCTS UNDER DEVELOPMENT

Please Hold Mail is a feature rich, multilingual, telephone/voice/fax response platform for the large or small office environment.

PARTNERING INTERESTS

Technology Transfer/Licensing

Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States

Africa

Asia Pacific

Europe

Latin America

Middle East

CURRENT MARKETING ACTIVITIES

PHC at present markets its products and services through telemarketers and its dealers.

PRIMA TELEMATIC INC.

14 Commerce Place, Suite 510
Nuns Island, Quebec H3E 1T5

Telephone: (514) 768-1000

Fax: (514) 768-7680

E-Mail/Internet: francois@prima.ca

CONTACTS

President: Francois Rainville

VP Sales & Marketing: Jocelyn Roy

VP Business Development: Josee Valiquette

VP Technology: Marc Lachapelle

COMPANY PROFILE

No. of Employees: 15

Annual Revenue: Over \$5 Million

Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

PRIMA, a company whose business is interactive services, is distinguished by its unique skills in a high-tech growth industry: Interactive Voice Response. Founded in 1988, PRIMA combines expertise in leading edge information technology with the art of communication.

PRIMA offers a full and integrated line of services (consulting, design, conception, scripting, translation, recording, programming and customer service) as well as a series of tested state-of-the-art products.

PRIMA is dedicated to serving large organizations and corporations by addressing their communication needs and providing them with intelligent, reliable and high quality solutions.

MAJOR PRODUCTS/SERVICES

PRIMA Telematic: PRIMA Telematic provides its customers with a dynamic, experienced, professional team that plays an active role at every stage of the development of their voice response service. PRIMA Telematic offers a complete range of services, all under the same roof including: Marketing consulting, Application design, Writing, Ergonomic analysis, Content recording, Technical development, User tests, Training, Turnkey servers and Hosting.

PRIMA-Message: PRIMA-Message V.3.0 is a multilingual automated attendant, voice and fax messaging system. PRIMA-Message V.3.0, a product built on international industry standards, is fully compatible with numerous types of telephone systems. Whatever size of an organization and telephone system, PRIMA-Message V.3.0 can be configured according to requirements.

PRIMATEX-UNIX: The PRIMATEX-UNIX interactive voice response system is a completely integrated application generator and server which lets you develop and run any audiotex, IVR, audiofax, debit card and voice messaging application.

PRONEXUS

112 John Cavanagh Road
RR 2, Carp, Ontario K0A 1L0
Telephone: (613) 839-0033
Fax: (613) 839-0035
E-Mail: 71054.3225@compuserve.com

CONTACTS

President: Ian Bowles
Director of Marketing: Bob McCallum, ext. 511

COMPANY PROFILE

No. of Employees: 8
Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

PRONEXUS is a leading provider of Windows telephony software development tools for use in popular development environments like Microsoft Visual Basic. PRONEXUS provides a range of easy-to-use, graphical tools that exploit the power and flexibility of open development architectures like Visual Basic. By combining ease-of-use, power and low cost, PRONEXUS aims to push the capability to develop sophisticated, custom CTI applications down closer to end users, where the innovative application of CTI occurs and the maximum benefit of CTI is realized.

MAJOR PRODUCTS

PRONEXUS' flagship product is VBVoice, a set of Visual Basic custom controls that creates a graphical environment for the design, development and testing of interactive voice systems within Visual Basic. The potential applications include: voice mail, info hotlines and talking classifieds, touch-tone order entry, automated outdialing, chat lines, fax-on-demand, and any other application involving elements of voice or fax messaging and touch-tone based information exchange. VBVoice supports most voice cards and all TAPI-compliant hardware.

VBFax is a multiline fax integration toolkit for Visual Basic that can be used alone or as an add-on module to VBVoice for fax-on-demand and fax store-and-forward applications. VBFax can control up to ten fax modems in one computer and includes a fax printer driver and fax viewer.

TAPISTRY provides object-oriented access to all of the TAPI functions from Visual Basic. A primary use for TAPISTRY is the development of custom desktop telephony applications to provide on-screen control of personal inbound and outbound calls via the Windows Graphical User Interface.

COMPANY HISTORY

PRONEXUS was founded in 1993 by Ian Bowles to provide advanced Windows telephony software development tools to developers and end users. Mr. Bowles had previously spent many years involved in the development of both telephone system and voice processing hardware and software. VBVoice was first introduced in March, 1994.

MAJOR ACHIEVEMENTS

PRONEXUS has received numerous awards for its products, including:

- 1994 Product of the Year by Computer Telephony Magazine for VBVoice
- 1994 Communications Product of the Year nomination by Computer Shopper for VBVoice
- 1995 Editor's Choice by Computer Telephony Magazine for VBVoice
- 1995 Reader's Choice Award by Visual Basic Programmer's Journal for VBVoice
- 1995 Reader's Choice Award by Visual Basic Programmer's Journal for VBFax

SPECIFIC CTI EXPERTISE

PRONEXUS expertise is centered around the development of leading Windows telephony software development tools based on Microsoft custom control architectures. This consists of both a detailed understanding of telephone and voice processing hardware and network services and the Microsoft 16 and 32 bit custom control architectures and operating systems. Additionally, PRONEXUS is one of the first companies to offer products that are compliant with the Microsoft/Intel Windows Telephony Application Programming Interface (TAPI).

CTI PRODUCTS UNDER DEVELOPMENT

PRONEXUS is continually releasing new add-on modules for VBVoice. Upcoming releases include a custom control for conferencing applications and a voice recognition module. The next major product release will be 32 bit versions of all of PRONEXUS' products to be used with Visual Basic 4.0 and Windows 95.

PARTNERING INTERESTS

Joint Marketing Distribution Technology Licensing

EXPORT MARKETS OF INTEREST

United States Europe Latin America
Asia Pacific

CURRENT MARKETING ACTIVITIES

Current marketing activities include: direct promotion and sales in North America; recently established distributors in Brazil, Hong Kong, United Kingdom and Europe.

RAINBOW SOFTWARE INC.

936 West 22nd Ave.

Vancouver, B.C. V5Z 2A1

Telephone: (604) 732-8027

Fax: (604) 732-8043

BBS: (604) 732-8026

E-Mail/INet: 70671.3251@compuserve.com
ccohen@aurora.net

CONTACTS

President: Chem Cohen

Development Manager: Noam Borovoy

Database Specialist: Vik Yashpal

Comm. Specialist: Doug Batchelor

COMPANY PROFILE

Number of Employees: 4

CTI Revenue: 50%

BUSINESS DESCRIPTION

We are a software developer. We produce a fax broadcasting program called BroadFax that enables our customers to send literally thousands of faxes at a time. In addition, we offer other consulting services and are involved in a joint venture with a database marketing company.

MAJOR PRODUCTS/SERVICES

- BroadFax and its associated utilities
- Database search engine software for a database marketing company
- Consulting

COMPANY HISTORY

Rainbow began consulting activities in 1990 and then moved into development of its fax broadcasting software for Intel's fax server. As the product matured to include support for multiple boards on a stand alone PC and a Windows interface, the customer base expanded to the point where BroadFax is moving to large scale distribution channels.

MAJOR ACHIEVEMENTS

Developing a cost-effective alternative and more reliable solution for fax broadcasting than existed in the marketplace.

SPECIFIC CTI EXPERTISE

Applying faxing technology in a network environment.

CTI PRODUCTS UNDER DEVELOPMENT

We are developing a fax broadcasting server capable of coordinating and distributing a fax job among multiple machines. We are also exploring the possibility of extending this coordination to a wider area using the Internet.

PARTNERING INTERESTS

Joint R&D Joint Marketing Distribution/Dealership
Financial Investment

EXPORT MARKETS OF INTEREST

Presently, the United States and Europe are our prime markets of interest.

CURRENT MARKETING ACTIVITIES

- Comdex Fall'94 (Las Vegas) including appropriate follow-up with dealers
- Voice Power Catalog
- PureData CD-ROM
- Participation in Intel forums on Compuserve and Internet fax newsgroups
- Bisnex Winter'94 (Vancouver) together with Contacts Target Marketing
- Inter Comm '95

RESOURCE SOFTWARE INTERNATIONAL LTD. (RSI)

Bond Towers, 44 Bond Street West
Oshawa, Ontario L1G 6R2

Tel: (905) 576-4575

Fax: (905) 576-4705

CONTACTS

President: Rito Salomone

VP of Business Development: Steve Cummings

Telecom Services: Robbie B Beacock

BUSINESS DESCRIPTION

RSI is the software developer and manufacturer of one of the most flexible and cost effective call accounting packages in North America. Utilizing the resources of our 15 employees, RSI offers a complete spectrum of voice & data management solutions—Service Bureau and Turnkey. We also develop and produce other telecommunications management applications and in some cases, will create (using specifications requested by our client) custom software packages.

We are committed to long-term development of network applications for telemanagement solutions. In fact, the RSI Telephone Invoice Management Service represents our dedication in responding to the changing tariff information, discount strategies and report structures employed by all major providers of long distance traffic. Our service provides flexible solutions for call accounting, journal entries, cost comparisons and bill reconciliation.

TeleCOST Voice & Data Management (in Canada) is an umbrella of services including: Call Accounting, Carrier Comparisons, Shared Tenant Billing, Least Cost Routing, Facilities Management, Equipment Billing, Traffic Analysis and Telephone Invoice Management. RSI's International version is the Shadow Voice & Data Management software. The dynamic universal costing engine utilized by both TeleCOST and Shadow facilitates the accuracy necessary to derive concise telemanagement reports.

COMPANY HISTORY

RSI was founded on the "SURE" principle; Superior products, User-friendly, Responsive personalized customer service, Extensive training and support. RSI has created powerful, flexible and cost effective telecommunications management tools. Over the past five years, RSI has developed a reputation of being the industry leader in its ability to meet these requirements through TeleCOST and Shadow Voice & Data Management solutions for DOS. The package requirements have been changing with the introduction of developments such as Equal Ease of Access, and now in January, the new NANP.

RSI has met these challenges head on and, to the delight of our customers, has kept in stride with the ongoing progression of the TeleCOST and Shadow Voice & Data Management applications for both DOS and WINDOWS.

MAJOR ACHIEVEMENTS

RSI has been involved in a number of large projects with LD Carriers, Telco's, Insurance Companies and various other large corporations. However, these projects are but a small portion of our company's achievements. We believe that, although these projects may appear to be major achievements, our major achievement has been the ability to stay on the leading edge of desktop telecommunications management, and provide this technology inexpensively for all companies, both great and small.

SPECIFIC CTI EXPERTISE

Our CTI experiences are increasing daily as we strive for excellence in providing customers (using different makes and models of telephone equipment) with the tools required to effectively manage their telecommunications needs. We have created a software package which can be fully integrated with any telephone system and any external accounting software package, including Property Management Systems for hospitality environments. This flexibility provides the purchaser with the comfort level he expects in a telecommunications software package. If either the inbound (CDR, SMDR, etc.) or outbound (export) data streams change, the software can change respectively. For the end user, the ability to produce an unlimited number of reports based on any criteria he/she stipulates is an invaluable management tool. We have revamped TeleCOST and Shadow to allow for the changes to the NANP and have engineered a software package to provide alarm reports using the SL1 alarm codes.

RSI has become the software engineers of choice for some of the largest LD Carriers in Canada, providing their customers with electronic billing management software. We have also worked extensively with US Telco's to provide their customers with a number of customized reports within Shadow. These reports are based on their customers individual specifications. These clients are almost continuously requesting new report formats as their customers create new and sometimes unusual scenarios, and RSI continuously meets these challenges.

CTI PRODUCTS UNDER DEVELOPMENT

RSI is continuously engineering new and exciting voice and data management software solutions which are invaluable tools in the ongoing struggle to economically optimize telecommunications resources.

One of the products currently in development at RSI is an application which will enhance the flexibility of existing telephone systems which do not accommodate the use of features such as verified forced account codes and active toll fraud detection. These applications are being designed for Meridian, AT&T and NEC products and will encompass all systems in the near future. We believe developments like these will catapult RSI into the forefront of the telecommunications management industry.

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States

SMART TECHNOLOGIES INC.

600, 1177 - 11 Avenue SW

Calgary, Alberta T2R 1K9

Telephone: (403) 245-0333

Fax: (403) 245-0366

E-Mail: market@smarttech.com

CONTACTS

President: David Martin

Executive Vice President: Nancy Knowlton

Director of Software Engineering: Roy Anderson

COMPANY PROFILE

No. of Employees: 38

Annual Revenue: \$8 Million

Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

SMART's efforts are concentrated in the development and marketing of hardware and software solutions that bring people and ideas together. The Company specializes in the integration of computers and telecommunications technologies to enhance meeting and training effectiveness.

MAJOR PRODUCTS/SERVICES

- Multi-platform conferencing software that uses standard phone lines, ISDN or LANs/WANs to connect users at a single site, or around the world. Electronic tools and ink allow users to edit documents interactively. The PC-only software allows sharing of live applications.
- Touch-sensitive electronic whiteboards, in front or rear projection modes, that hook up to a computer so notes can be saved to a file. Or used, in conjunction with SMART's

conferencing software, computer applications are projected onto the board and directed by a touch of a finger.

COMPANY HISTORY

Incorporated in 1987 and headquartered in Calgary, Alberta, SMART's distribution channels are now world-wide. The Company's products have been very well received in Asia, Europe and throughout North America.

In 1992, SMART and Intel Corporation entered into a long-term agreement to jointly develop data conferencing products for desktop and conference room applications.

MAJOR ACHIEVEMENTS

- SMART's Windows-based conferencing software and touch-sensitive whiteboards are industry firsts.
- SMART's Macintosh software is cross-platform to Intel's ProShare.
- We support over 100 brands of modems.
- Our multipoint bridge can connect up to 24 users over modems.

SPECIFIC CTI EXPERTISE

SMART is a pioneer in the computer telephony industry. After developing its SMART 2000 software, for use with PCs, the Company formed a strategic alliance with Intel to provide the most powerful collaborative software solutions.

PARTNERING INTERESTS

Technology transfer/licensing

EXPORT MARKETS OF INTEREST

United States	Asia Pacific	Europe
Latin America	Middle East	

CURRENT MARKETING ACTIVITIES

Current marketing activities are in Asia, Australia, Canada, Europe, Mexico, the Middle East and the U.S.

SOFTTEL

1200 McGill College Avenue
Suite 1100
Montreal, QC. Canada H3B 4G7
Tel: (514) 990-4200
Fax: (514) 322-3967
Internet: ivr@softel.com

CONTACTS

Director of Special projects: John Cognata
Marketing manager: Ray Martin

COMPANY PROFILE

Number of Employees: 5 full-time employees and 12
employees on contract

BUSINESS DESCRIPTION

SOFTTEL designs, develops, produces, integrates and implements cost-effective communication solutions for small, medium and large organizations across North America. Our team consists of highly qualified technical resources specializing in voice processing technology since 1988. Their expertise and ongoing passion for developing innovative computer telephony applications have helped pioneer this industry in Canada.

SOFTTEL is an extremely customer driven and customer focused organization. Its mission is to provide customized solutions that help customers maintain or assume their position of industry leadership.

SPECTRUM SIGNAL PROCESSING

#100 - 8525 Baxter Place

Burnaby, B.C. Canada V5A 4V7

Telephone: (604) 421-5422

Fax: (604) 421-1746

E-Mail: Sales@SpectrumSignal.bc.ca

CONTACTS

President: Barry Jinks

VP Sales: Brian Lowe

VP Marketing: Richard Huntley

VP Finance: Marty McConnell

VP Logistics: Doug Johnson

Director Marketing: Erin Kingston

COMPANY PROFILE

No. of Employees: 114

Annual Revenue: \$18 Million

BUSINESS DESCRIPTION

Spectrum is committed to helping customers develop better products by making DSP technology more accessible. We are the North American leader in development and integration of DSP solutions. In addition to commercial-off-the-shelf products, we offer custom hardware, software and ASIC designs.

MAJOR PRODUCTS/SERVICES

Spectrum provides DSP solutions ranging from development and off-the-shelf systems, through to custom OEM boards, DSP software and ASICs. Spectrum offers the industry's broadest selection of solutions for the PC, PCI, VME and SBus environments. The Company recently received ISO 9001 certification ensuring that our standard and custom designed products meet rigorous standards.

SPEECH TECHNOLOGY RESEARCH LTD.

Suite B—1623 McKenzie Avenue

Victoria, B.C. V8N 1A6

Telephone: (604)477-0544

Fax: (604)477-2540

E-Mail: STR@SOL.UVIC.CA

CONTACTS

President: B.Craig Dickson

Research Director: Dr. Stephen Eady

Research Associate/Marketing: Jocelyn Clayards

COMPANY PROFILE

No. of Employees: 8

Annual Revenue: \$500,000

Percentage of CTI Revenue: 35%

BUSINESS DESCRIPTION

Speech Technology Research Ltd. (STR Ltd) is an advanced research and development company located in Victoria, B.C. Our business involves research and development of computer software systems for digital processing of acoustic signals, with emphasis on the treatment of speech signals.

Speech products can be confusing. We make them simple. We stake our reputation on designing and delivering practical, professional products in the field of speech technology.

MAJOR PRODUCTS/SERVICES

STR's STARCASTER is a microcomputer-based text-to-speech system used to provide studio-quality voice output for weather broadcasts. This technology is currently in use by Environment Canada at Weather Centres across Canada. STARCASTER enables the general public to access the latest weather information via telephone through an automatic telephone answering device.

STARCASTER has also been implemented as the voice response system in the Gander Flight Station for the automation of aviation weather broadcasts. STR also has extensive experience in preparing digitized databases for speech output for use with telephone information systems. STR's expertise in speech technology, speech enhancement or compression can easily be applied to CTI should a developer wish to apply them to their own products.

STENTOR RESOURCE CENTRE INC.

Address: 160 Elgin Street, Suite 1990
Ottawa, Ontario K1G 3J4
Telephone: (613) 781-3770
Fax: (613) 781-3741

CONTACTS

President: Wes Scott
VP Strategic Guidance: Carol Stephenson
VP Development: Alan Walter
VP Customer Support: Mike Corlett

COMPANY PROFILE

No. of Employees: 1500

BUSINESS DESCRIPTION

Provides customers with uniform, leading-edge products and services by consolidating the Stentor owner companies' research and development, and national and international marketing activities.

MAJOR PRODUCTS/SERVICES

The Stentor alliance offers business customers and consumers a wide range of telecommunications products and services ranging from single line telephone service to complex, digitally integrated corporate networks that span the globe.

COMPANY HISTORY

The Stentor alliance was formed in 1992 by Canada's provincial telephone companies, the country's leading providers of telecommunications services. The alliance works together with customers across Canada to deliver leading-edge local, national and international services.

The members of the alliance are AGT, BC TEL, Bell Canada, Island Tel, Manitoba Telephone System, Maritime Tel & Tel, NBTel, Newfoundland Telephone, NorthwTel, Quebec-Telephone and SaskTel.

MAJOR ACHIEVEMENTS

The Stentor alliance maintains the world's longest, fully-digital fiber optic network - one that forms the backbone of a Canadian information highway that the alliance is committed to completing by 2005 under the Beacon Initiative.

SPECIFIC CTI EXPERTISE

The national Stentor alliance network is among the most technologically developed in the world, making it the perfect vehicle for CTI applications. Stentor alliance customers, eager to find a competitive advantage, are using CTI to improve service and increase efficiency.

For instance, a pizza chain now uses Stentor's CTI capabilities to route incoming calls to the outlet nearest the caller, thereby speeding deliveries. And many Stentor alliance customers are using the CTI-based Call Prompter feature of Advantage 800 service to direct callers, through a series of voice prompts, to information they require.

Call centres also benefit from CTI-based screen pop-ups that display caller information as soon as calls arrive. With the caller's profile splashed instantaneously on the screen, agents are able to treat customers more personally and knowledgeably.

Stentor's CTI involvement also extends to outbound calling. Computers improve the efficiency of call centre agents by automatically dialing the next call, or predicting when the agent's line will be free and pre-dialing the next call to coincide with the agent's expected availability. Predictive dialing can enhance agent efficiency by as much as 300%.

CTI PRODUCTS UNDER DEVELOPMENT

Voice recognition is also blossoming thanks to CTI. A "yes" or a "no" will now tell a computer whether to put through a collect call. Voice recognition offers tremendous growth opportunities for CTI, and Stentor intends to be at the fore of development. The voice recognition systems of tomorrow promise to simplify life for customers and businesses by helping people access information in a way that comes naturally: by speaking.

PARTNERING INTERESTS

Joint Marketing

EXPORT MARKETS OF INTEREST

United States	Europe	Latin America
Asian Pacific	Middle East	

CURRENT MARKETING ACTIVITIES

The Stentor alliance is partnering with numerous Canadian and American businesses to provide customers with solutions that address every facet of their telecommunications requirements. The goal is to provide a one-stop-shop that addresses the gamut of customer needs under one expansive umbrella.

SZETO TECHNOLOGIES, INC.

5895 Bessette Street
St. Laurent, Québec H4S 1P1
Telephone: (514) 331-9152
Fax: (514) 331-9155

CONTACTS

President: Mr. Charles Szeto
Manager, International Sales and Marketing: Mr. Tom Ochiai

COMPANY PROFILE

No. of Employees: 16
Annual Revenue: Over \$1 Million

BUSINESS DESCRIPTION

Szeto Technologies is a specialized hardware manufacturer and customized software provider of high capacity voice messaging and radio paging terminal systems. In addition to the company's standard product lines, it also specializes in customized requirements which have included military, aircraft and telecom applications. System design is based on a multiple processor/parallel processing approach as well as the employment of separate and independent storage media for subscriber information and voice data. The company would be interested in discussing possible representation of its products in the United States, Asia Pacific, Latin America and the Middle East.

MAJOR PRODUCTS/SERVICES

VMS4000 is a high capacity voice messaging system ideally suited for city-wide applications such as Central Office, RBOC, tele-messaging, cellular, CT-2 and radio paging environments. The system's modular design employs multiple processors and a parallel processing approach. It separates its subscriber data and voice data on separate and independent disk drives so system response and voice quality are never jeopardized, regardless of telephone traffic. Equipped with its own internal digital telephone switch, it interfaces easily to external equipment and is able to perform a variety of call bridging applications.

SP-500 is a high through put radio paging terminal. Using a similar design approach as the VMS4000, it is an extremely robust and reliable system. Current subscriber capacity can be expanded up to 500,000. All popular paging formats are supported, and it is equipped with a variety of automatic and custom alpha dispatch capabilities.

TELCORPS

70 Esna Park Dr.
Markham, Ontario L3R 6E7
Telephone: (905) 477-0160
Fax: (905) 475-3329

CONTACTS

President: Ken Wright
VP Marketing: Paul Wright
VP Sales: Paul O'Leary

COMPANY PROFILE

No. of Employees: 35 Employees
Annual Revenue: \$4 Million
Percentage CTI Revenue: 35%

BUSINESS DESCRIPTION

Telcorps specializes in Computer Telephony Solutions, NEC Telephone Systems, Active Voice, Centigram and Custom Voice Mail Systems.

COMPANY HISTORY

Telcorps, a Canadian company, began serving the business community in 1984 when we responded to the rapidly growing demand for a reliable, cost-effective telecommunications company capable of satisfying the special needs of the business community.

Telcorps has expanded to become a full-service telecommunications company, specializing in computer/telephony integrated solutions.

Telcorps is located at 70 Esna Park Drive, Unit 9, Markham Ontario, in the heart of the high-tech area of greater metropolitan Toronto. We occupy approximately 10,000 square feet of which 6,000 square feet is office space and 4,000 square feet is warehouse.

Our telephone system suppliers include: NEC, a world leader not only in telephone systems but also in computers and semiconductors; Nitsuko, a NEC company, whose telephone systems are the heart of our School Voice Communication System; and Toshiba, a world leader in Key and Hybrid telephone systems.

Our voice processing system suppliers are Active Voice and Centigram Communications. We have also developed our own voice processing systems called Voiceware and Schoolware for specialty applications, such as our School Voice Communication System.

MAJOR ACHIEVEMENTS

- Over the last four years we have developed a Voice Communication System for schools (VCS). This system has revolutionized voice communications in schools and utilizes the latest telecommunication and computer technology.
- Recipient of the York Region Board of Education Vendor of the Year Award and twice invited to be a guest speaker to the major suppliers of the York Region Board of Education on the topic of vendor partnering.

SPECIFIC CTI EXPERTISE

Schoolware is a CTI application incorporated into our Voice Communication System (VCS) for schools.

A few of the advanced features of our Schoolware System include:

Homework by Phone: Students and parents can telephone any time to receive updated homework information.

Community Bulletin Board: An up-to-date schedule of events, (clubs, sports, entertainment) is available on the telephone 24 hours a day.

Safe Arrival: Parents can call to advise school officials of absentees or early pick up from school.

Student Absence Reporter: Parents will automatically be telephoned to notify them of child's absence from school.

CTI PRODUCTS UNDER DEVELOPMENT

CTI products that we are currently developing for Call Centre applications include pop up computer screens and Voice Response Units that will advise customers of expected time in queue.

IVR applications that are currently in the planning process include advancements in our Schoolware product to be able to record attendance from the classroom, night school enrollment and issuing report cards.

PARTNERING INTERESTS

Technology Transfer/Licensing	Joint Marketing
Distribution/Dealership	

EXPORT MARKETS OF INTEREST

United States

CURRENT MARKETING ACTIVITIES

We currently market our systems through a direct sales force. We have systems installed coast to coast in Canada.

We have a dedicated educational sales representative who participates in educational trade shows to identify prospects for our Schoolware and Voice Communication Systems. After developing interest in a particular Board of Education for our products, we either install the system ourselves or appoint a dealer in the area for local support.

Although we have not exported any product to date, we plan to start exporting to the US. We have also had some interest shown in both Mexico and Hong Kong.

TELECOMSYST SERVICES INC. (TSI)

1943 Baile Street
Montreal, Quebec
Canada H3H 1P6

Telephone: (514) 933-4315
Fax: (514) 933-1045

CONTACTS

President: Maurice Malka, Eng., MBA
Vice President: Sylvana Levesque

COMPANY PROFILE

No. of employees: 6 plus partners' personnel
(over 200 people active)

BUSINESS DESCRIPTION

TSI designs and integrates network-based control solutions, offering a variety of enhanced corporate and personal communication services (PCS) called GENIUS PASS using many access methods: local, long distance, 800, 900, 976, callback, cellular, etc. End-users acquire such personal call management services for debit/calling cards, international call-back, operator-assisted calling, seamless connectivity to voice-mail, e-mail and fax-mail, and the like. Corporate telecom managers want similar products and features for their end-users, plus they need to secure dial-up access ports into their corporate voice or data network (computer, LAN ports, DISA, voice-mail) against fraud and hackers.

TSI specializes in the development of integrated system and virtual private networks, "turnkey implementation" of large private branch systems, Centrex, special brokers trading systems and call distribution centers for governments, major banks, major universities and colleges, hospitals and high-tech companies internationally.

MAJOR PRODUCTS/SERVICES

Mr. WATSON is an Advanced Intelligent Networking (AIN) platform, an innovative programmable controller of Central Office switch and call management database which extends significant competitive advantages to users and to service operators, in terms of switchless operation, reduced cost of network attachment and low operating charges thanks to telecommuters in lieu of calling centers.

This DMS Centrex/ESSX Adjunct is easily customizable, and is an alternative to programmable service control points (SCP). The GENIUS PASS service bureau, which uses these technologies, has demonstrated friendliness, viability, cost effectiveness and robustness of the network approach used.

Services applications are:

1. *Prepaid Telecards* (for Debit, Credit-limiting, Teleservices or Travel), where callers are prompted to enter their personal numbers, then their destination numbers. The caller is warned as to the balance of money (units) left and forewarned at the last minute when the funds are to be depleted. Features include last numbers and speed dial lists.
2. *Call-back Services* (on Public or Private Networks), where a subscriber triggers a call-back by ringing his personal number only once. Alternately, calling line identification (CLID) is recognized allowing for pre-subscribed users. Features include the ability to change your call back using the prepaid card and PIN to access the system.
3. *Secure Gateways services*: logs-in and transfers callers selectively to protected dial-up ports on a private system or network and uses "debit" to further reduce exposure to hacking and long distance fraud.
4. *Universal personal telecom (UPT) services* is the "one number follow-me" for voice, data, fax and image, a personal assistant who filters your callers, knows where to call back at any time, pages you, and announces the caller.
5. *Other enhanced Applications or Services*: rely upon advanced intelligent network—AIN and switch control technology.

COMPANY HISTORY

Since 1981, TSI developed integrated telecommunications and information technology solutions for its clients, and provided turnkey solutions and consulting services to clients such as: Canadian, Québec and Ontario Governments, Canadian Marconi, Kellogg's, Sunbury Transport, Centre de Recherches Industrielles du Québec (CRIQ), large private branch and call distribution, special traders systems, the Mastercard Centre, Bank of Montreal, Banque Nationale de Paris, Mercantile Bank, Lèvesque Beaubien, ManuLife, Sun Life Insurance, Laval University, Miami-Dade Community College, the Royal Victoria Hospital, the Jewish General Hospital, etc. It also developed the TSI catalog of digital private exchanges (PBXs).

MAJOR ACHIEVEMENTS

Mr. WATSON provides the highest cost-effectiveness possible for an operator: 15% of capital costs, 22% of fixed monthly network telco's services, and 50% less operating cost via telecommuting agents (operators and telemarketing reps) than anything else on the market... TSI is also committed to ongoing support, development and enhancement.

The cost advantages to "live in" the network rather than being "attached to" it are staggering. Mr. WATSON supporting just 100 simultaneous callers (capacity is 1400 per node), costs only \$623/month rather than the typical \$3200/month.

TSI manages distributed agents, (telecommuters or virtual call centers) who are paid on a transaction basis. Through the use of innovative line control techniques and telephone set manipulations, equipment overheads and supervisory costs have been dramatically reduced for work-at-home agents.

TSI uses remote nodes acting as concentrators to its main Centrex switching hubs in order to reduce LD (long distance) charges for accessing its operators, and for performing call completion authorizations closer to the point of calling.

SPECIFIC CTI EXPERTISE

TSI extends a full complement of intelligent networking features, making full use of all call processing techniques, interacts based upon checks and lookups of CLID (calling line identification) and of DNIS (dialed number information service).

Whereas most of TSI's competitors have concentrated on the design and manufacturing of more cost effective switching

platforms, TSI has focused its developments on controlling the telco's network-based switching services such as ESSX/Centrex. Some service providers have attempted to use the telcos' analogue Centrex services integrated with their intelligent network controllers. Similarly, Ms. WATSON is a remote node using such analog 3-way calls to log users to Mr. WATSON. TSI has extended their use of digital Centrex to communicate digitally with Centrex/ESSX in order to:

- effect faster call processing, better control of features and greater service availability;
- reduce the number of local loops and network attachment costs;
- use distributed work-at-home operators supported by unique call distribution and control interface, pay-per-transaction and service observing;
- use Borland's Paradox database for minimum training for the administrator.

CTI PRODUCTS UNDER DEVELOPMENT

TSI's technologies are designed to maintain the competitive edge in a growth market by offering integrated services solutions using virtual call processing and unique virtual private network to closed-users groups, customizable calling cards, international call back, point of sale vending machines, as well as by ensuring the security of private network.

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		

EXPORT MARKETS OF INTEREST

United States	Europe	Latin America
Africa	Middle East	Asia Pacific

CURRENT MARKETING ACTIVITIES

TSI seeks to build a strong network of partners responsible for in-country agents, coupled with strategic alliances and partnering with major industry players, telcos and switch manufacturers for the telco's Centrex services. TSI launched a concerted marketing and sales distribution effort for supplying technologies and low-cost switched minutes to its partners on a world wide basis.

TERM COMMUNICATION SERVICES INC.

3687 Nashua Drive, Unit 5
Mississauga, Ontario L4V 1V5

Telephone: (905) 612-0992

Fax: (905) 612-1189

CONTACTS

President: Tom Adams

VP of Sales & Marketing: Michael Morgan

VP of Business Development: Robert Oakley

COMPANY PROFILE

No. of Employees: 24

Annual Revenue: \$2.3 Million

Percentage of CTI Revenue: 25%

BUSINESS DESCRIPTION

TERM Communication Services provides a complete range of customized maintenance and support contracts to the business community. TERM understands the requirements of today's complex business environment. Their products and services provide cost effective and customized solutions to expand the capabilities and increase the effectiveness of a company's communication system.

TERM, through its consulting services, will evaluate a company's current communication system and make recommendations based on their extensive knowledge of the communication industry.

MAJOR PRODUCTS/SERVICES

As well as full maintenance and support programs and consulting services TERM are also dealers for the following products:

Ericsson Wireless: Ericsson are one of the world leaders in wireless technology including both voice and data.

Cortelco: The millenium and compact products are both flexible and cost effective solutions to today's market.

Panasonic: Flexible digital business packages for the smaller end users.

Phonettix Intelcom: Manufacturers of leading edge voice response technology.

Niche Technologies: Management and call detail recording packages.

Telular: The Telular line of products are designed to provide cellular voice and data communication in a standalone situation for emergencies or where landline communications are cost prohibitive.

COMPANY HISTORY

TERM is a dynamic young company that was incorporated in 1990 in Toronto. It was founded by four individuals whose backgrounds include many years in the communication industry with Bell Canada, ROLM Canada and IBM. It was while working at IBM that they saw the opportunity for a company dedicated to providing high quality service and products to the business community. By the end of 1990 TERM had signed several major companies to maintenance and support contracts. Companies such as Pepsi Cola Canada, Ralston Purina, Borden and Elliot and two hospitals entrusted their telecommunication service requirements to TERM.

In the past four years TERM has grown into a company known for the high quality maintenance and support that it provides its clients.

MAJOR ACHIEVEMENTS

Over the first five years of TERM's existence there have been many major highlights, such as:

- The signing of The University of Guelph to a maintenance contract. This system is the largest privately owned communication system in Canada.
- The development of the only full voice, data and fax mobile disaster recovery system in Canada.
- The development of an emergency push to talk elevator telephone.
- The development of a complete information system designed for schools and schoolboards. This system offers parents, students, teachers, businesses and governments the ability to work as partners in the education process.
- The expansion of TERM's services to Cambridge, Kingston and Ottawa.
- Working with Phonettix Intelcom to provide true and full integration of the Voice Courier with different types of PBX systems.

SPECIFIC CTI EXPERTISE

TERM has been working in conjunction with Phonettix Intelcom on development of full integration of voice messaging systems with several types of telecommunication systems. This has involved the understanding of computer technology and its relationship with the telephone system. The computer technology that TERM has been working with is OS2 and DOS platforms. Currently TERM's expertise includes both computer and telephony programming and hardware.

CTI PRODUCTS UNDER DEVELOPMENT

One product that is now being developed is an information/messaging system for the schools and schoolboards. This system will allow users to call the system twenty-four hours a day, to leave or retrieve messages or to access information on a variety of subjects. This system is also being adapted for use in retail and government applications. The technology incorporates voice messaging, audiotex and voice response either standalone or integrated with the telephone system.

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Technology Transfer/Licensing		Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Europe	Latin America
Asia Pacific		

CURRENT MARKETING ACTIVITIES

TERM currently has six sales staff operating in Southern Ontario and two staff members located in the Mississauga office dedicated to telemarketing. TERM also utilizes computer lists such as CanadaPhone, to send marketing packages to a vertical market. This sales package is then followed up by the sales people in the office responsible for that potential customer. Each year TERM is a participant in the CBTA conference. This conference allows TERM to display its new offerings and to meet with prospective customers face to face. This year TERM also plans to participate in the School Board show and a government communication show in Ottawa.

TKM COMMUNICATIONS INC.

60 Columbia Way, Suite 300
Markham, Ontario L3R 0C9
Telephone: (905) 470-5252
Facsimile: (905) 470-7008

CONTACTS

President: Fred Gallagher
VP of Sales & Marketing: Steve Upshall
VP of Business Development: Martin van Niekerk
VP of International Sales: Fred Gallagher

COMPANY PROFILE

No. of Employees: 18
Annual Revenue: \$4 Million
Percentage of CTI Revenue: 75%

BUSINESS DESCRIPTION

TKM Communications is an application developer of Computer Telephony Integration solutions for medium to large Mainframe, Mini, LAN, Unix, OS/2 and Windows Call Centre environments.

MAJOR PRODUCTS/SERVICES

TKM Communications provides World Class Call Centre products and services to clients wishing to provide Computer Telephony Integration (CTI), Fax-on-Demand, Interactive Voice Response (IVR) or Predictive Dialing functions. TKM Communications provides highly specialized 'middleware' solutions to provide Caller Identification, Screen Pops, Power Dialing, and Co-ordinated Screen and Call Transfers.

A complete set of services are provided from Call Centre Consultation through to Turnkey Call Centre Integration and Re-engineering. Application solutions are provided for the Collections, Courier, Financial Services, Food Services, Government, Pharmaceutical, Petroleum, Publishing and Utilities industries.

COMPANY HISTORY

TKM, located in Markham, Ontario was founded by Fred Gallagher in 1988. TKM Communications has built a reputation as one of the most respected and focussed CTI application developers in North America. TKM has established itself as an IBM Certified CallPath Business Partner, AT&T Alliance Partner, Northern Telecom Premier Business Affiliate and Information Management Associates (IMA) EDGE Business Partner and a Stentor Alliance Member.

MAJOR ACHIEVEMENTS

TKM Communications have implemented World Class Centres deploying the most recent innovations in Computer Telephony Integration. These include installations at Ault Foods, Allied Credit, Diversey Chemical, First Source, Scotiabank and 241 Pizza.

SPECIFIC CTI EXPERTISE

TKM CTI Solutions include the following products which depict the wide range of skills available:

TKMredirect—will automatically redirect inbound calls based on the caller's number or the number called. Calls can be redirected to either a predefined set of numbers in database or to a pool of remote agents who have called in and signed-on to a Telecomputing server.

TKMdialer—will automatically select and place outbound calls using call queues delivered by an integrated database, CD-ROM or attached Host. TKMdialer automatically connects a successful outbound call to an agent, therefore eliminating time spent on dialing, call setup and requeueing busy, ring no answer or operator intercept calls.

TKMalert —will enhance Automated Teller Machine (ATM) Help Desk productivity by providing an automated service call dispatch system. TKMalert will perform automatic problem identification and resolution through the intelligent filtering of ATM alerts, trouble ticket creation and the automation of the voice call, alpha-numeric page or fax process to the designated Branch or Third Party Servicer.

For service or follow up calls requiring agent participation:

TKMcall is a set of CallPath/400 enabled modules that reside on an AS/400 and allow an organization to integrate their existing AS/400 applications and their telephony environment with minimal or no changes to their applications. Functions include Automated caller identification and call redirection, Co-ordinated call and screen transfer to the most appropriate agent, Automated preview and predictive dialing integrated into the applications and Graphical client-server call detail capture into Windows or OS/2.

PARTNERING INTERESTS

Joint R&D Joint Marketing
Distribution / Dealership

EXPORT MARKETS OF INTEREST

United States Asia Pacific Europe
Latin America

TRISOFT SYSTEMS INC.

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Suite 1830
Calgary, AB, Canada T2P 3W2
Telephone: (403) 237-5050
Fax: (403) 266-2914
E-Mail: c/o Keith Shanahan
CompuServe User ID: 76221,3631

CONTACT

President: Keith Shanahan

COMPANY PROFILE

No. of Employees: 3 permanent and 3 contract
Annual Revenue: \$200,000
Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

Trisoft is a computer telephony software developer for the Meridian Norstar telephone system and a Norstar Business Affiliate of Northern Telecom. Norstar is a small business digital telephone system with a hardware and software interface to personal computers. Northern Telecom licenses a toolkit to companies like Trisoft which develop software that enhances the telephone system and/or opens up new markets for Norstar products. Fifty percent (50%) of Trisoft revenues are generated from export sales.

MAJOR PRODUCTS

Trisoft has two Norstar applications at this time.

The first is a call accounting system that provides companies with detailed reports on their call traffic and call costs, but also can be programmed to force callers to enter verifiable account codes before allowing calls to proceed. This facilitates client billing, cost control and telephone bill reconciliation. We offer the product with and without the Stardial feature. Stardial is an alpha-numeric dialer that makes use of Norstar's liquid crystal display to guide callers to "spell" the name of the party they are calling on the telephone dial pad, looks up the algorithm in a database and places the call for them.

The second is a hospitality system that enables the Norstar system to be sold to hotels and motels. It automates the guest registration process, makes wake up calls as scheduled, sends message waiting alerts to rooms, costs all calls and posts them to the guest folios, allows miscellaneous payments and charges and produces guest invoices at check out.

We are developing a call sequencer for market introduction in July 1995.

All of the above require minimal modification for international markets.

COMPANY HISTORY

Trisoft was incorporated in 1989 when it developed the first personal computer based software product ever for the Norstar telephone system. The product was developed under an OEM agreement whereby Northern Telecom sold it under its own brand-line to Norstar distributors across Canada and the United States. The company became a Norstar Business Affiliate when Northern Telecom developed a toolkit that would enable independent software developers to create new Computer Telephony products. Our products are distributed today by GlobeStar Systems of Pickering, ON under their brand-line.

MAJOR ACHIEVEMENTS

- The first Computer Telephony Integrator for the Norstar telephone system.
- The first Computer Telephony Integrator to develop the Forced Account Codes feature on the Norstar telephone system when Northern Telecom said it was impossible.

SPECIFIC CTI EXPERTISE

All of our products are CTI.

CTI PRODUCTS UNDER DEVELOPMENT

- A Universal Costing Module that will allow our products to cost calls originating and terminating anywhere in the world will be complete this year. Our existing costing module can be adapted to cost calls on a country by country basis.
- A call sequencer that will set a new pricing plateau for products of its type.
- A new Windows based product architecture that will allow multiple products to operate on the same computer.

PARTNERING INTEREST

Distribution/Dealership

EXPORT MARKETS OF INTEREST

Europe	Asia Pacific	Latin America
Middle East		

CURRENT MARKETING ACTIVITIES

The Norstar system has been shipped to over 70 countries. We are working with a UK company to establish distribution in Europe and the Middle East but would appreciate any further assistance that this initiative can provide. We also actively market our expertise in the Norstar system for custom software development. This direct approach is producing marketing contacts, new distribution and new product opportunities.

TSB INTERNATIONAL INC.

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Toronto, Ontario M9C 5K6
Telephone: (416) 622-7010
Fax: (416) 622-3529
E-Mail: Michael_Maltby@mac.tsb-intl.ca

CONTACTS

President: Jeremy Purbrick
VP Sales: Peter Middleton
VP Products: Stuart Robins
VP Services: Bruce Mason

COMPANY PROFILE

No. of Employees: 190 (world-wide)
Annual Revenue: \$21.1 Million
Percentage of CTI Revenue: 75%

BUSINESS DESCRIPTION

Incorporated in Toronto, Canada, in 1985, TSB International Inc. is a leading telecommunications management company with offices in Canada, the United States, the United Kingdom, Belgium and Australia.

TSB's core strength is its PBX information technology, which permits the management of costs, performance, service and change in single and multi-vendor PBX networks. The Company's products and services allow it to provide complete telecom management solutions to its customers. TSB's products meet international standards including the ISO 9000 quality standard.

TSB's hardware and software products are distributed by its wholly-owned subsidiaries and by telephone companies, PBX manufacturers and network management specialists.

TSB International Inc. is a publicly held company, trading on the Toronto Stock Exchange under the symbol 'TSB'.

MAJOR PRODUCTS/SERVICES

TSB develops, manufactures and markets PBX data collectors known as CC3, CC PLUS, AT2, AT3 and AT PLUS, and develops and markets software applications known as ORBITEL, Meridian Network Management System, HUB, CALLS and TrafficPLUS.

The Company also operates the largest telephone cost allocation service bureau in Canada, providing Information Services to organizations throughout North America, including Mexico, and uses its products and its industry expertise to provide outsourced Telecom Management Services to business and government.

Telephone companies around the world such as Ameritech, BT, Swiss Telecom PTT, Telia, Telecom Eireann, Telecom New Zealand, Telecom Australia, USWest, SaskTel, Manitoba Tel and Maritime Tel & Tel use TSB's products to manage PBX networks and add value to their customers.

TSB's products and services are also used by end-user organizations including NationsBank, Credite Suisse, Banque Nationale de Paris, Purolator Courier, the Quaker Oats Company of Canada, TNT Canada and Bass plc to obtain the maximum value from their telecommunications.

COMPANY HISTORY

TSB was founded in 1981 as a joint-venture between a telecom consultancy and a custom computer software development house, with the intent to provide end user-oriented software and hardware solutions for managing multi-vendor telephone networks.

In 1982, TSB was incorporated as Telecommunications Service Bureau Inc. to offer a telephone cost allocation service to the

Canadian market. By 1984 the company had begun to sell proprietary hardware and software products that it had developed for use in its service bureau.

In 1985 the company changed its name to TSB International Inc. to reflect the increasingly international focus of its business.

In July 1993, TSB completed an initial public offering under which 2,000,000 shares were sold. The company's shares trade on the Toronto Stock Exchange under the symbol 'TSB'.

In December 1993, TSB purchased its major competitor outside of North America, Systems Reliability Communications Ltd., based in the United Kingdom.

MAJOR ACHIEVEMENTS

TSB has developed the first deployed OmniPoint interface, providing TMN Q adaptor functionality for network elements such as PBXs and Codecs. The successful implementation of this system by British Telecom confirms TSB's view that there is a significant role for specialist companies like TSB to play in shaping solutions that satisfy end users' needs.

HUB OmniPoint recognizes events at remote switching centers, translates them into OSI-compliant parlance, maps them against a Management Information Database (MIB) and dispatches them to management applications anywhere in the world.

The origins of TSB's HUB OmniPoint interface lie in BT's need to improve service and customer satisfaction without increasing costs in Britain's competitive PBX market. TSB developed intelligent remote PBX alarms and traffic monitors (ATs) that drew on its service bureau experience collecting and formatting CDR records from multi-vendor switches. These devices are now used by telephone companies around the world, managed by powerful HUB applications residing at their maintenance centers.

TSB is ISO 9000 certified.

SPECIFIC CTI EXPERTISE

TSB has developed PBX information management applications that operate in VAX/VMS, IBM OS/2, 486 UNIX, SUN Solaris, IBM AIX, DEC ULTRIX and Macintosh computer environments. These products are designed for both service providers and end-users.

TSB's applications are designed to accommodate common types of telephone switches including Northern Telecom, Mitel, AT&T, Rolm, Siemens HiCom, Ericsson and GPT iSDX. The interface between proprietary PBXs and TSB's applications is provided by TSB's intelligent, remote PBX data collectors. PBX-specific software developed by TSB, downloaded to data collectors, enables them to provide a common interface and interpret switch-specific output. TSB data collectors monitor PBX output in real time; generate alarms for service-affecting conditions; and support a transparent interface to the PBX.

TSB's applications fall into two categories; real-time and batch. Real-time applications include alarms reporting/broadcasting and PBX configuration. Batch applications include call accounting and traffic analysis.

CTI PRODUCTS UNDER DEVELOPMENT

TSB's development activities are currently focused on the Open Systems UNIX environment. Through the use of C++ and the OMG's Common Object Request Broker Architecture, TSB is evolving distributed, object-oriented technology with which to develop fully-distributed management applications for service providers and end users.

PARTNERING INTERESTS

Joint R&D	Joint Marketing	Financial Investment
Distribution/Dealership		

EXPORT MARKETS OF INTEREST

United States	Asia Pacific	Europe
Latin America	Middle East	

CURRENT MARKETING ACTIVITIES

TSB's hardware and software products are distributed by its wholly-owned subsidiaries in the US (TMSI Inc.), Belgium (TSB NV/SA), Britain (SR Comms) and Australia (TSB Pty); and by telephone companies such as, Ameritech, BT, Swiss Telecom PTT, Telia, Telecom Eireann, Telecom New Zealand, Telecom Australia, USWest, SaskTel, Manitoba Tel and Maritime Tel & Tel; PBX manufacturers such as Northern Telecom; and by network management specialists in North America, Europe, Scandinavia, the Middle East and Asia.

TTS MERIDIAN SYSTEMS INC.

2235 Sheppard Avenue East
Suite 1500
Willowdale, Ontario M2J 5B5
Telephone: (416) 496-6900
Fax: (416) 496-6767

CONTACTS

President: Mr. Ewen Morrison
VP Marketing: Mr. David Moore
Director of I.S. & Business Development: Mr. Michael White
Manager, Integrated Products: Mr. John Madigan

COMPANY PROFILE

No. of Employees: 400
Annual Revenue: \$80 Million
Percentage of CTI Revenue: 4%

BUSINESS DESCRIPTION

TTS, a wholly owned subsidiary of Northern Telecom, provides the industry's most comprehensive range of products and services for business communications by developing innovative solutions, customized service and flexible system maintenance programs. TTS adds significant value to leading-edge telecommunications technologies.

MAJOR PRODUCTS/SERVICES

TTS specializes in Northern Telecom products including:

- Meridian 1 Communication Systems
- Meridian Link Computer Telephony Integration (CTI)
- Meridian Interactive Voice Response (IVR)
- Meridian MAX Automatic Call Distribution Systems
- Meridian Mail Voice and Call Processing Systems
- Meridian Customer Controlled Routing (CCR)

- Integrated Building Distribution Networks (IBDN) Structured Cabling Systems

- Companion Wireless Communications Systems

Complements to Northern Telecom products include:

- Genesys Labs CTI Server
- Wyatt Trading Systems
- Etrali "Etradeal" Digital Open Line Trading Systems
- SwitchView PBX Telemanagement Systems Software

Services include:

- PartnerLink - On Line Customer Service Connection for ordering and monitoring Moves, Adds, Changes and equipment requests.
- Future Proof - allowing customers to keep their systems current by purchasing custom maintenance programs which automatically include hardware and software upgrades.
- Sentinel Service - an on-line intelligent toll pattern monitoring system.

CTI Services Include:

- Requirements studies, project planning and cost analysis
- System design, integration, programming, education and training
- On-going technical support

COMPANY HISTORY

TTS Meridian Systems Inc., formerly Telecommunications Terminal Systems, is the largest interconnect company in Canada. The company was established in 1982 with the founding and guiding principles of providing industry leading service on a national scope. Recognizing the strong reputation and presence of TTS in the Canadian marketplace, Northern Telecom acquired 100% of TTS in July of 1993.

TTS services customers across Canada with 12 regional offices in major centers nationwide and a head office in Toronto. Demonstrating the company's powerful commitment to customer service, over 80 percent of the 400 national employees are "front-line". Customer applications have been developed for sectors including: Finance, Hospitality, Retail, Communications, Health Care, Transportation, and Manufacturing.

TTS is committed to building strong customer partnerships in Canadian business communities by offering customers the most advanced telecommunication services and solutions in the industry.

MAJOR ACHIEVEMENTS

TTS has continued to be a leader in service and technology, accumulating an impressive history of milestones:

- First to offer daily remote diagnostics to all its Meridian 1 customers
- First in Canada to install both an ISDN PRA Link and an ISDN Network
- First to install Meridian Mail systems in Canada
- First to install Meridian IVR systems in Canada
- First to install ACD MAX systems in Canada
- First in Canada to certify non-Northern Telecom instructors
- First Northern Telecom Distributor to obtain Meridian IVR and Meridian LINK Value Added Development (VAD) status.
- TTS is responsible for the design, implementation and support of the largest ISDN network of its kind in the world.

TTS has consistently been involved in leading edge technology and innovate solutions.

SPECIFIC CTI EXPERTISE

TTS is a Value Added Developer (VAD) of Meridian IVR and Meridian Link applications. As such, TTS has the internal expertise to custom develop IVR and CTI solutions to address specific customer needs. TTS offers consulting and custom integration services for Meridian IVR, Meridian Link and Genesys Labs CTI applications. Services include planning, system design and analysis, integration and programming, acceptance testing, education and training, and on-going technical support.

In 1995 TTS installed CTI in-house at its regional Control Centers located in Toronto, Calgary and Montreal. These control centers handle thousands of calls monthly from over 1800 of TTS' installed base system customers. Each agent and technical support representative utilizes a Windows PC for access to all customer records, service, inventory and management information which is retained on a DEC Alpha system located in Toronto. The CTI technology utilized

includes Meridian IVR, Meridian Link and Genesys Labs CTI Server solutions. TTS is also involved in the design development and installation of several other CTI installations including Canadian Tire Acceptance Corporation, Digital Equipment of Canada and Hewlett Packard.

CTI PRODUCTS UNDER DEVELOPMENT

TTS develops applications utilizing the Meridian IVR and Genesys Labs Application Generator Tool kit. CTI Applications developed, including Screen Pop, Coordinated Call and Screen Transfer, Predictive Dialing, Intelligent Custom Routing and Networking of a voice and data call simultaneously between agents at multiple call centers.

PARTNERING INTERESTS

Joint Marketing Distribution/Dealership

EXPORT MARKETS OF INTEREST

Northern Telecom, of which TTS is the Canadian Distributor, is prepared to assist in all of the Export markets including the United States, Africa, Asia Pacific, Europe, Latin America and Middle East. Many of these areas have existing Northern Telecom Distributors. On many occasions TTS has worked directly with distributors by sending staff to Latin America, UK and the Middle East. TTS is presently installing 6 Option 61 PBX systems and an extensive network of Fiber at the Egyptian Air Force Base in Sakara, Egypt.

CURRENT MARKETING ACTIVITIES

TTS is currently directly marketing its product and service portfolio across Canada through numerous incentive programs. These programs are an enhancement to the Northern Telecom distributor programs and add substantial value to the customer solution. Throughout the year there are direct mail promotions planned for various product lines.

TTS actively participates in seminar campaigns for each product line and specifically targets large Call Centers requiring advanced solutions via seminars to inform telecommunication managers about new technology, applications and trends in the industry.

TTS will be participating in key Trade shows such as Voicepower, ISLUA, and CBTA and smaller vertical market shows throughout the year.

VIVE SYNERGIES INC.

30 West Beaver Creek Road, #101

Richmond Hill, Ontario

Canada L4B 3K1

Telephone: (905) 882-6107

Fax: (905) 882-6238

E-Mail/Internet: info@vive.com

World Wide Web: <http://www.vive.com>

CONTACTS

President: Carl K.S. Teo

VP of Sales & Marketing: Carl K.S. Teo

VP of Business Development: Judith P.C. Teo

Sales Manager: Juan C. Mena

COMPANY PROFILE

No. of Employees: 19

Annual Revenue: \$4-5 Million

Percentage of CTI Revenue: 10%

BUSINESS DESCRIPTION

Designs, develops, manufactures, markets and supports an extensive line of specialty telephony devices.

MAJOR PRODUCTS/SERVICES

We develop, manufacture, market (both domestic and export), and support an extensive line of specialty telephony products. We are featuring Automated Diallers/Routers for International Call-Back Service, Alternative Carrier Services, International Call-Back Systems, Voice Systems, Devices for Remote Switching, Call Screening, Call Control, Line Sharing, Call ID with capability for computer integration and D & R on call traffic lines.

VIVE is highlighting its automated dialers/routers for international call-back service and alternative carrier services; international call-back systems using X.25 voice systems; devices for remote switch control, call screening, call control, line sharing, calling line number identification. Some of these devices offer computer integration and detailed recording of call traffic on lines. Other VIVE products include standalone call accounting devices, TAPI and TSAPI compliant telephony and computer bridging devices for computer technology integration.

COMPANY HISTORY

Company incorporated in 1991

MAJOR ACHIEVEMENTS

Supplier to Telephone Company, Alternative Carriers and International Call Back Service Providers. Products installed and in use in some 38 Countries.

SPECIFIC CTI EXPERTISE

Makes TCBridge, a TAPI Compliant Hardware Interface for Computer Telephone Integration.

The TCBridge is a Versatile Hardware Telephony Interface for Computer Telephony Integration, specially designed to work with TAPI-compliant application softwares.

TCBridge is a hardware interface for use between a computer, running certain application software, and the public switched telephone network. It provides all the hardware and firmware functional capability required to enable the application software to achieve its various functions on a single telephone line when used as a single unit or on multiple telephone lines in a LAN environment when used in combination with VIVE's Concentrator.

It interfaces with the computer through a RS232 Interface. It supports all the services provided under Customs Local Area Signalling Services (CLASS) by the telephone company, specifically Distinctive Ringing Service, Calling Line Number Identification Service, Call Forwarding, Three-Way Calling, Call Waiting, etc.

When used with optional Service Provider Interface for TAPI, (Telephony Application Programming Interface being promoted jointly by Microsoft and Intel) it works with all TAPI-compatible application softwares.

Features:

- Works with Distinctive Ringing service. It directs an incoming call to one of two extensions.
- Works with Caller ID service. It captures all Caller ID data, i.e. Date and Time of the Call, Calling Line Number and Directory Name relative to the Calling Line Number. (Real Time Clock allows the duration of each call to be determined.)
- Supports full set of AT Commands.
- Capable of Ring Detection and Ring Buffering for Call Blocking and Call Routing.
- Capable of DTMF Decoding for Number Dialed and DTMF Generation for Outdialling. Telephone number of a call dialled anywhere on the line is automatically captured and stored in buffer or sent to RS232 Interface.
- Capable of Off-Hook/On-Hook Detection.
- Real Time Clock for date and time stamping each call event (e.g. when the telephone rings, when it stops ringing, when it goes off hook and when it goes on hook, when a telephone number is dialled, when an incoming call is received). The call event data can be stored in Buffer or sent through its RS232 Interface to a Serial Printer or a computer.

- Works with Visual Message Waiting Feature provided by Telephone Company's Voice Messaging Service. LED light indicates that there is message waiting in Voice Mail Box.
- Has Call Progress Detection capability to determine Dial Tone, Operator Intercept Message, Ring No Answer and Busy and Re-Ordering Tones.
- Has built-in Speaker.
- Can be equipped with optional Service Provider Interface for TAPI.
- Can be equipped with VIVE's Concentrator to work with multiple telephone lines in a LAN environment.
- Optional Audio Interface allows for integration with Sound Cards and when used with VIVE*VOICE provides full Automated Attendant, Voice Messaging and Audiotex functions.

A version to work with Caller ID by DTMF signalling will soon be available from the company.

Computer Telephony Integration (CTI) Applications.

Third party application software developers are invited to develop programs to talk to TCBridge to make it perform functions that:

- enhance the productivity of work operations involving telephone communication such as automatic call routing, file retrieval, call screening, line sharing, message waiting indication, etc.
- cut costs of work operations involving telephone communication such as least-cost routing, call forwarding and toll-hopping when working with three-way calling feature of the telephone company, and call costing, etc.

PARTNERING INTERESTS

Technology Transfer/Licensing	Joint Marketing
Distribution/Dealership	

EXPORT MARKETS OF INTEREST

United States	Africa	Asia Pacific
Europe	Latin America	Middle East

CURRENT MARKETING ACTIVITIES

Latin America and Europe

VOICE-IT SOFTWARE INC.

#210 - 10524 King George Hwy.

Surrey, BC V3T 2X2

Telephone: (604) 589-1086

Fax: (604) 535-6371

E-Mail/Internet/CompuServe 72242, 3711

CONTACTS

President: Terry Howlett

VP of Sales & Marketing: Terry Howlett

VP of Business Development: Barb Ham

COMPANY PROFILE

No. of Employees: 6

BUSINESS DESCRIPTION

Voice-it Software Inc. has been in operation since 1987, focusing its efforts on computerized interactive voice response order entry and information disseminating systems applications.

While designing individual customized systems, Voice-it's goal became to design and develop a standard configurable software/hardware order entry system that would fit a broad range of concepts and applications.

Voice-it has concentrated its efforts in research and development to achieve this goal, resulting in a virtually unique stand alone system which addresses the needs of small to medium size businesses.

Voice-it, priced at \$1,395 for a 1-line IVR system can be expanded to 8 lines at a cost of only \$695 per line. Voice-it's IVR software is ideal for direct sales companies. However, its usage applies to all marketing companies who sell products and services with live order takers.

Voice-it has a highly skilled management team, headed by its founder, Mr. Terry Howlett, who has an extensive background in marketing, sales and business development.

MAJOR PRODUCTS/SERVICES

Interactive Voice Response (IVR) Order Entry

MAJOR ACHIEVEMENTS

Voice-it has developed a total solution IVR software that can be installed by the end user without the need of a technical software programmer.

SPECIFIC CTI EXPERTISE

Voice-it has highly qualified programmers who are totally knowledgeable of the integration of telephone systems.

CTI PRODUCTS UNDER DEVELOPMENT

IVR Order Entry

PARTNERING INTERESTS

Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States

CURRENT MARKETING ACTIVITIES

Trade Shows—industry specific

Direct Mail—target marketed to industry specific

Trade publications—industry specific

Dealers—Telco's, Value Added Resellers

VOICEGATE TECHNOLOGIES CORPORATION

Address: 16 Esna Park Drive, Suite 5
Markham, Ontario L3R 5X1
Telephone: (905) 479-5155
Fax: (905) 479-6999

CONTACTS

President: P. Moyes
VP of Sales and Marketing: P. Moyes
VP of Business Development: Paul Perryman
VP of International Sales: Paul Perryman
Mgr. Tech. Support: Damon Quan

COMPANY PROFILE

No. of Employees: 12
Annual Revenue: \$1 Million
Percentage of CTI Revenue: 75%

BUSINESS DESCRIPTION

Telecommunications equipment and services

MAJOR PRODUCTS/SERVICES

Manufactures PC based voice processing systems, including voice mail, interactive voice response and prepaid debit card systems.

COMPANY HISTORY

VoiceGate Technologies is a fully owned division of 99M Corporation, a 15 year-old Canadian communications equipment and services provider to major Canadian telecommunications carriers. Formed in 1988, the division

became the main focus of the company's product development and sales effort and has since become incorporated under its own corporate charter. Register trademarks are VIP4000 Voice Information Processor, Teleserver and VoiceGate.

MAJOR ACHIEVEMENTS

VoiceGate Technologies' VIP4000 voice mail product is now recognised for its technical excellence in the low end non-proprietary voice mail market. A fully bi-lingual (screens & prompts) English/Arabic version was announced at Saudi-Com trade show 1994. VoiceGate Technologies was also first to the market with a seamless (no VMI or ATA) intergration of Northern Telecom Meridian Norstar system.

SPECIFIC CTI EXPERTISE

PC based voice platform includes voice mail, IVR and prepaid debit card processing.

CTI PRODUCTS UNDER DEVELOPMENT

Continued development and research into SMDI intergration with various PBX and key systems such as Toshiba, Northern Telecom, Norstar, AT&T, etc.

PARTNERING INTERESTS

Financial Investment Distribution/Dealership

EXPORT MARKETS OF INTERESTS

United States Europe Latin America
Middle East

CURRENT MARKETING ACTIVITIES

Goal: Establishing a global distributor network capable of meeting established sales targets and providing an appropriate level of technical support. The North American (USA & Canada) dealer network is growing. Overseas distributorships now cover Saudi Arabia, Oman, Dubai, Qatar, Kuwait, Bahrain and Turkey. Japan, South Korea and India are also currently being negotiated.

VOX TECHNOLOGY DIVISION OF GROUPE CERVEAU INC.

1213 St. Catherine St. East

Montreal, Quebec

Canada, H2L 2H1

Telephone: (514) 525-7776

Fax: (514) 525-8570

E-Mail: quiriona@stmp.cerveau.ca

CONTACTS

President: Mr. Michel Dionne

V-P Marketing: Mr. Alain Quirion

COMPANY PROFILE

No. of Employees: 35

Annual Revenue: \$3.5 Million

COMPANY HISTORY

VOX Technology is a Canadian software developer that designs and commercializes Computer Telephony Application Generators and software packages under the trademark VOX. It has experienced rapid growth since its creation almost 10 years ago in 1986, largely due to the increasing demand by various organizations for voice messaging, fax-on-demand and IVR systems.

Our international marketing efforts started in 1990, following the consolidation of a strong position in the domestic market. VOX Technology is now active in major countries on all continents. The head office of the company and North American branch is in Montreal (Canada). The European office is in Paris (France) and the Latin American Office is in Mexico City (Mexico).

VOX Technology presently employs 35 people. The 1994 revenues were 3.5 million dollars of which one million dollars stems from our international activities. These exports were made to Europe, Asia and Latin America.

MAJOR ACHIEVEMENTS

We have sold and installed more than 1000 CTI systems in various countries. The small to medium size Voice Mail market represents a strong basis of our activities. However, a large number of our sales are more complex systems involving customized programming through the use of VOXtalk, our application generator language.

Completely customized applications represent a stronger CTI technical achievement. To give a few examples, we have sold, designed and installed special applications such as the following:

- Interactive transactional system for a large government ministry for remote student loan information retrieval and individual file processing.
- Large fax-on-demand information service for a government ministry.
- Large Voice-Mail systems connected to a telephone company Central Office with digital E1 link.
- Call Centre and information retrieval system for numerous 1-900 services in cooperation with Bell Canada.

SPECIFIC CTI EXPERTISE

VOX Technology is a small but well financed high-tech enterprise. Through creative and intensive research, we have developed Computer Telephony software and servers, recognized for their flexibility in achieving successful applications in different business contexts. Using PC platforms (DOS and Windows) and a wide range of Dialogic hardware tools, integrating to most PABXs, VOX systems enable companies to meet their interactive communication needs affordably.

The VOX system is designed to interconnect with an organization's telephone system (PABX) and Local Area Network in order to achieve professional processing of messages (voice, fax and e-mail), 24 hours a day. The need is really to exchange multiformat information and to make transactions from both inside and outside the organization.

Our expertise covers areas such as:

- Transactional systems based on VOX flexible IVR and CTI capacities
- Feature rich multilingual Voice Mail
- Multi Access Fax Server
- Computer Telephony and Multimedia Messaging Integrations based on VOXtalk Application Generator

CTI PRODUCTS UNDER DEVELOPMENT

VOX Technology is now rapidly moving toward multimedia integration between the phone, the fax and the PC workstation and internal databases. Multimedia messaging applications will allow voice, fax, text, graphics, computer files, E-mail etc. to travel on an integrated telephone and LAN PC network under the management of multimedia communication servers. Our tools will take into account today's state-of-the art telecom possibilities for remote or multi-site interactive communications.

In cooperation with major partners like Novell, Microsoft, Lotus and Delrina, we are preparing specific software and interface components to bring our technological offer within that mosaic picture.

PARTNERING INTERESTS

Joint R & D	Technology Transfer/Licensing
Joint Marketing	Distribution/Dealership

EXPORT MARKETS OF INTEREST

United States	Asia Pacific	Europe
Latin America	Middle East	

CURRENT MARKETING ACTIVITIES

VOX Technology has the products and the support capacity to further develop its international distribution network. We are active mainly in Canada and are now entering the United States market. We are strongly present in Mexico and in selected countries of Latin America. In Europe, we cover the U.K., France, Italy, Germany and Belgium. We are now undertaking a drive to establish our presence in some other key countries.

Our approach in each chosen country, is to recruit a few serious enterprises, who are well established nationally in the sale of telephone systems (PABX) and telecommunications solutions, or who are integrators of computer solutions and networks. To recruit them, we get precious help from senior consultants through a program called Red Link.

Such firms will become Major Distributors of our products. This means that they will progressively develop a network of VOX Resellers in their local markets. This type of partnership has already proven to be mutually beneficial given the margins that we allow our distributors.

ZENOX COMMUNICATIONS CORPORATION

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Fax: (416) 241-3030
E-Mail/Internet: info@zenox.com
MOSAIC: www.zenox.com

CONTACTS

President: Jim Fonger
V.P. Operations: Nick Glassow

COMPANY PROFILE

No. of Employees: 15
Annual Revenue: \$2 Million
Percentage of CTI Revenue: 100%

BUSINESS DESCRIPTION

ZENOX Communications Corporation, incorporated in January 1990, has over 5 years of accumulated experience and knowledge in the computer based telephony industry. ZENOX has now formulated a strategic focused plan for significant growth in this exploding market. The company has an excellent group of innovative clients and has developed a globally marketable product as a foundation for its future growth. The corporate mission is to manufacture and distribute a reliable, open, and scalable integrated communications server, utilising Distributed Client-Server architecture capable of executing multiple outbound and inbound Voice, Fax, Data and Video messaging applications that optimize productivity and profitability in the workplace.

MAJOR PRODUCT

COMMUNICATIONS MAP from ZENOX Communications Corporation is a scalable and extensible "Multiple Applications Platform" that has been specifically designed to execute a variety of different solutions that utilize Voice, Fax and Data from a single platform. The primary advantages of this unified communications environment are substantial increases in corporate work flow efficiencies and significant telephone network cost savings. At the heart of the product is the MAP MANAGER that enables seamless integration and scheduling of all active inbound and outbound messaging and switching applications in order to maximize telephone network resources allocated to each node of the system. The COMMUNICATIONS MAP can inter-operate within a wide range of network topologies as a Unified Communication Server, or as a stand-alone system. Its distributed processing architecture and algorithms ensure that local circuits are maximized and long distance tolls are minimized. The COMMUNICATIONS MAP incorporates a software workbench that includes a powerful multilingual applications generator which provides users with all the tools necessary to

design customized unified messaging and switching applications. "Links" are provided for robust software switching between customized applications and those that are pre-packaged with the COMMUNICATIONS MAP.

COMPANY HISTORY

ZENOX Communications Corporation was incorporated in January 1990 and has over 5 years of accumulated experience and knowledge in the CTI industry. The company has developed a variety of proprietary software solutions in the area of voice, fax and data processing technology and has successfully designed and installed a wide range of systems with a rich set of features and functions.

These experiences have allowed ZENOX to learn, understand, and master the complexities of the computer/telephony industry from all angles and they have positioned the company properly to be able to provide a product that will serve the rapidly emerging market for enterprise communication servers and multiple application platforms. The company's new product, the COMMUNICATIONS MAP, will enable ZENOX to become a dominant force in a market that is projected to grow in the United States to annual revenues of U.S.\$965,000,000 by 1998. It will be one of only a few communication servers that will be capable of supporting all of the new computer desktop communication controls now being shipped with office productivity software libraries marketed by Microsoft, Novell and Lotus.

MAJOR ACHIEVEMENTS

ZENOX has gained a leadership position in interactive systems installed in Canadian media broadcast operations. It was the first company in North America to implement an Alphanumeric Speech recognition application in both English and French. It was the first company to provide a primary rate ISDN PC based solution and application in Canada. The company is also first to market with a server that integrates Voice, Fax and Data services on an ISDN digital link.

ZENOX has also re-engineered the safety processes for a major RBOC in Canada and has manufactured and installed the country's largest fax disclosure system.

SPECIFIC CTI EXPERTISE

ZENOX has installed Audiotext systems in newspapers and radio stations across the country, and has integrated Call centres utilising centrex, SMDI and PBX links, Voice Mail Systems, Internet provisioning systems, IVR database look-up, Fax-on-Demand and Fax Broadcast systems.

Within each of these environments ZENOX has implemented Voice Recognition and Text-to Speech.

CTI PRODUCTS UNDER DEVELOPMENT

The COMMUNICATIONS MAP and its continued enhancement and development is the only product being developed.

PARTNERING INTERESTS

Technology Transfer/Licensing	Joint Marketing
Distribution/Dealership	

EXPORT MARKETS OF INTEREST

United States	Europe	Asia Pacific
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CURRENT MARKETING ACTIVITIES

ZENOX is currently focused on developing business from call centres and fortune 500 companies. Distribution channels for the COMMUNICATIONS MAP are being established while beta sites establish the business case for this product in various industry sectors.

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Canada. Dept. of Foreign Aff
The Canadian CTI initiative



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