



## CORPORATE OVERVIEW

### Scalable, Turnkey and Easy-to-Implement Recording Solutions

#### ABOUT CYBERTECH

CyberTech International leads the voice logging and communications recording industry with global operations and offices in Europe, Asia, the Middle East and the Americas. CyberTech is among the fastest growing data communications providers and a recognised innovator of voice recording and quality monitoring applications. Worldwide, CyberTech offers a suite of innovative recording technologies that enable organisations to achieve the highest levels of performance, quality assurance, compliance and liability protection whilst supporting existing business processes. With solutions deployed widely throughout organisations in the public safety, financial services and call centre markets, and based on open source, industry-standard components, technologies and protocols with applications that are scalable, turnkey, and easy to implement, CyberTech recording solutions offer the capability of recording from four to thousands of channels, at one or more locations. Visit CyberTech on the Web at [www.cybertech-int.com](http://www.cybertech-int.com).

#### VOICE RECORDING SOLUTIONS

*The highly-acclaimed portfolio of recording solutions was recently extended with the addition of screen recording and evaluation options and has been implemented by top call centres as their voice and data recording standard.*

The CyberTech recording solutions consist of CyberTech Pro for an unlimited number of channels, and CyberTech Miracle for up to 64 channels. The recording solutions are complemented by fully integrated screen recording and evaluation components providing industry-leading quality management. The solutions are underpinned by support that is available globally and a distribution network in more than 50 countries. Headquartered in The Netherlands, CyberTech maintains offices in the United Kingdom, Germany, Hong Kong, Dubai and the Americas.

#### *Growth. Strength. Stability.*

#### MORE THAN 20 YEARS IN BUSINESS

CyberTech was founded in 1985 when the Dutch telephony market was opened up to independent equipment manufacturers. The company initially developed a protocol and analogue to digital converter for telephone exchanges. Through its proven commitment to quality and innovation, CyberTech grew rapidly, broadening the business focus to add functionality for analogue and digital PBXs.

CyberTech has earned a global reputation in the development, supply and support of configurable telecommunications solutions that help make organisations more productive and profitable more quickly. CyberTech proudly serves mission-critical aspects of highly complex businesses in the public safety, financial services and call centre sectors.

#### CUSTOMER BASE, MARKETSHARE

CyberTech solutions are installed with more than 50 percent of the world's leading financial institutions. Three of these use CyberTech worldwide. Additionally, CyberTech is the solution of choice for public safety agencies globally. Large and medium sized call centres on four continents depend on CyberTech for critical evaluation and quality monitoring strategic to their competitive success. CyberTech sells an average of 10,000 channels per month; more than 100,000 were sold in 2007. With average, year-over-year growth in revenues exceeding 20 percent, CyberTech continues to remain financially secure through a combination of private equity investment and other private funding.



## *Innovative Solutions.*

## *Continuous Improvement.*

### FIRST AND BEST

CyberTech offers organisations best-in-class solutions using non-proprietary hardware and software that lower overall cost of ownership through flexibility and scalability that future-proof the portfolio of offerings. At the same time, the company invests heavily in innovation that is deployed to new and existing customers to address their specific challenges as they emerge. CyberTech was among the first to launch a voice and data recording solution that now is compatible with all major TETRA radio systems, including Motorola and EADS. Another innovation accommodates recording of voice over IP alongside traditional voice and data communications on a single integrated platform.

- **Best Flexibility.** Open architecture based on MS Windows OS and MySQL database - open standards allow use of existing platforms, reducing costs for deployment and maintenance.
- **Best Security and Compliance.** Includes the market's first 256 bit Rijndael AES audio encryption; standard MD5 fingerprinting with verification displayed upon call playback affords admissibility of the recordings in court proceedings.
- **Best Integration.** All telephony protocols are supported; with an open API, call recordings can be easily integrated into other third-party applications.

### DEVELOPMENT

All CyberTech products are developed by the company's research and development team in its in-house laboratory and are manufactured independently. A multinational team of technical experts benefits from direct access to the most up-to-date resources and PBX systems with which CyberTech products seamlessly integrate including Alcatel, Avaya, BT, Cisco, Ericsson, IPC, Mitel, NEC/Philips, Nortel, Orange Business Systems and Siemens.

### TESTING

Within the industry, CyberTech solutions are universally considered extremely robust. They are thoroughly tested before delivery. In some cases, and for maximum assurance, the company field tests systems at the customer site. CyberTech's rigorous testing protocols exceed many industry norms and have contributed to a failure rate approaching zero since 2004.

### SUPPORT

CyberTech solutions are installed and supported through a global network of specialists with advanced technical training. Customer support is available in real time and around the clock globally.

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