COMVERSE INFOSYS

Company Profile

In this Profile…

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About Comverse Infosys

Comverse Infosys, Inc., based in Woodbury, New York, is a world leader in the development, manufacture and marketing of award-winning digital recording and monitoring systems with multiple applications for law enforcement agencies, telecom network providers, contact centers, and government agencies. The company's products are installed in global telecommunication networks, financial institutions, customer service centers, telemarketing centers, and other contact centers worldwide.

Global Vision

Comverse Infosys is a market and visionary leader in network-based intelligent monitoring for wire line, wireless, and Internet Service Providers. Comverse Infosys designs, develops, manufactures and markets advanced telecommunications processing solutions for telecommunications carriers and Law Enforcement Agencies. Solutions include the acquisition, storage, processing and analysis of voice, data and video electronic communications. The open-ended, modular designs provide the versatility to easily adapt new technologies and enhancements to meet future requirements, such as 3G Cellular and packet data networks.

Comverse Infosys is committed to the on-going development of product updates that address rapidly changing telecom standards, and to a full range of support services to ensure long term relationships with our customers.

Strategic cooperation with switch vendors confirms our commitment to future proofing and making conversion to legal standards easy and efficient for operators and carriers.

Comverse Infosys is proud to be influencing tomorrow's technology as active members in international standardization bodies.

CALEA

ETSI

Comverse Infosys is ISO 9001 certified.

Financial Strengths

Comverse Infosys is a wholly owned subsidiary of Comverse Technology, Inc..
Comverse Technology Inc. (NASDAQ: CMVT) is the world leader in multimedia
telecommunications applications. Founded in 1984 and publicly-traded since 1986.
Comverse Technology Inc. is based in Woodbury, Long Island, New York and is a
NASDAQ-100 Index company.

Comverse Technology is an
internationally recognized innovator in
the field of communications with a
proven record of accomplishments
and consistent high performance.

R&D

Comverse companies have achieved rapid growth by focusing on technological
innovations.
Comverse Technology converts a high percentage of revenues to research and
development programs, with approximately 30% of the 4,500 employees dedicated to
research and development.

Global Presence

Comverse Infosys has a global presence with sales and support services in 45
countries including the United States, Germany, the Netherlands, United Kingdon, and
Brazil. With legal interception systems deployed in over 50 countries, Comverse
Infosys is the industry leader in the legal interception market worldwide.
At Comverse Infosys, designing powerful products is only half our mission. While our
products provide the first step toward integral solutions, our mission is completed by
providing comprehensive support to those who use our technology. Our Customer
Care teams ensure that your staff receives the highest level of assistance and your
system maintains optimal performance under all conditions. Areas of support include
program management, professional services, training and education, as well as
maintenance programs.

Global Experience

❖ 1985 - First installation of Digital Recording system

❖ 1987 - Installation of Digital Recording system for the Swiss European Parliament

❖ 1992 - First countrywide monitoring solution implemented in North America with over 110 sites devoted to 8-150 channels each.

❖ 1993 - First European switch-based cellular solution deployed

❖ 1995 - First switch-based GSM solution implemented in Asia Pacific

❖ 1995 - Conceived and established today's leading technology - Target-based hierarchical management solutions

❖ 1996 – Installation of Data Processing solutions in Europe

❖ 1998 - New Generation Title III for U.S. market

❖ 1999 - First Packet Data network

❖ 2000 - First certified CALEA compliant operator delivery systems installed in the United States.

Telecom Network Solutions

Telecommunications carriers and manufacturers can count on Comverse Infosys as a versatile partner, uniquely equipped with the technology and support services required to address your specific recording and monitoring requirements.

Comverse Infosys' products are scaleable and flexible, fitting the needs of any network requirements. A combination of products can band together to form a powerful end-to-end solution, and individual products can be allocated to specific requirements. Our experienced Engineers and Project Managers provide professional turn-key solutions for optimal network solutions.

Comverse Infosys can manage your law enforcement implementation needs quickly and cost-effectively. Extensive and specialized experience in the telecommunications and legal interception fields can provide the confidence and assurance you need for implementing legal standards in a timely and compliant manner.

Telecom Network Products:

RELIANT™ - Intelligent Monitoring Center

RELIANT™ provides the solution to the challenges of monitoring criminal communication in today's communication environment. RELIANT's end-to-end solution for lawful interception is equipped to collect, store, monitor, and manage intercepted communications, regardless of the communication type or network used. RELIANT's efficient solution supports multiple organizations with an open architecture allowing tailored solutions to fit individual needs. RELIANT ensures data confidentiality and grants access to authorized personnel only. A legally compliant solution, RELIANT adheres to national and international regulations.

RELIANT4Data™ - Intelligent Data Processing

RELIANT4Data is a state-of-the-art solution for fax and data monitoring. It is ideal for applications that focus on processing of data protocols. RELIANT4Data's open design integrates smoothly with various access and delivery systems, and can easily be upgraded to a powerful session manager by integrating with the fully featured RELIANT Monitoring Center.

STAR-GATE™ - Intelligent Delivery System

Developed to help telecommunications carriers and switch manufacturers overcome the complexities posed by international telecommunications standards, STAR-GATE bridges the gap between requirements, compliance, and implementations. STAR-GATE complies with CALEA J-STD-025 and ETSI ES-201-671 standards for both circuit switched and packet data networks. STAR-GATE's flexibility supports multi-network, multi-vendor switch environments for a common interface across the entire network. The open-ended, modular design provides the versatility to easily adapt new technologies and enhance future requirements. For access, delivery and administration requirements, STAR-GATE systems offer reliable, network-integrated systems that help you meet established industry standards.

Contact Center Solutions -

Comverse Infosys is a global leader in Intelligent Recording™ and Quality Monitoring for Call Centers and customer contact management applications. Comverse Infosys records the complete customer contact experience – whatever the customer's media.

Comverse Infosys provides Intelligent Recording™ solutions for contact centers. Comverse offers a single, switch-independent, recording platform that performs Quality Monitoring for call center agents, the Customer Xperience™, and transaction verification. Comverse Infosys' solutions put the complete Customer Xperience™ into Customer Relationship Management (CRM) for contact centers. Whether customer contact is made by voice, voice over IP, the web, e-mail, live chats, video or fax, Comverse's solutions can record, analyze and report this business intelligence back to the contact center so it can make strategic decisions for its company. Comverse's Intelligent Recording™ platform can be controlled by CTI servers, desktop applications, database servers and other intelligent devices in today's contact centers or by a Rules-Based Recording™ application within the recorder.

Speaker Verification Solutions

PerSay, Inc. is a world leader in voice-based verification systems for remote services.

The Orpheus 2.0 Speaker Verification Platform, developed by PerSay, is a state-of-the-art proven solution for call centers, e-commerce and other remote service providers, who need to accurately verify the identity of a customer over the Internet or over the telephone. The Orpheus 2.0 system uses the speaker's own voice and speech characteristics to authenticate the caller's identity in the course of normal, natural conversation.

The PerSay product line provides an answer to the growing need for efficient verification methods in financial call centers, telecom, and e-commerce operations. PerSay offers a comprehensive solution that employs unique verification technology, while capitalizing on Comverse's extensive experience in providing telephony and Internet systems for large organizations.

Digital Video Recording Solutions

Loronix is a world leader, designer, manufacturer and distributor of networked digital video management solutions - a combination of hardware and software technology running under Windows NT.

Loronix technology digitizes, compresses, records, stores and manages video from up to 32 multiplexed video channels per recorder. Loronix develops and delivers innovative technical solutions, which enable customers to manage, control and integrate digital video data throughout their enterprise in a cost effective and easy to use manner.

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