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Cisco VoIP Deployments Recognize Game Changing Visualization with TeleMate™ ViewPoint

TeleMate.Net Software's visionary leadership shapes Big Data into interactive business intelligence empowering corporate management

May 28, 2014 - Norcross, GA – TeleMate.Net Software, the pioneer in Voice Security Information and Event Management (vSIEM) software platforms, announced general availability of TeleMate™ ViewPoint, a real-time visualization interface that displays call activity on interactive maps providing corporate management faster access to actionable events.

Available as either a cloud service or as licensed software, TeleMate™ ViewPoint enhances the experience by empowering users with secure, role-based access into large volumes of complex call detail with simple, interactive zoomable maps. Color, size, and fill features extend easy-to-use control and visualization methods to display real-time call activity rendering traditional historical reporting tools obsolete.

“Administrators of Cisco Unified Communication networks are often the first to recognize that the magnitude of call logs and quality of service statistical detail quickly becomes a big data problem. TeleMate Voice Management products address this problem for our customers with features like ViewPoint that simply is a one of a kind dashboard for visualizing call activities on a global basis” stated Greg Nordone, CEO of Greyson Technologies.” “As a Cisco Gold Partner, Greyson Technologies aligns our expertise and services to address traditional and non-traditional business requirements of QoS, Call Center Queue Management, Capacity Planning, Emergency Notification, Cost Allocation & Billing, as well as employee productivity monitoring. This includes providing a flexible monitoring and reporting system that supports the different business needs and expectations of each business function.”

TeleMate Unified Call Management Version 6.15 addresses daily obstacles that affect an organization's ability to use call detail effectively. “The business case for utilizing TeleMate™ Viewpoint is recognized fastest with distributed organizations or within networks that are servicing a national or global audience“, stated John O'Reilly, TeleMate.Net Software COO. “The premise that demonstrates the business return on investment is simple. In today's dynamic world, monitoring of call activity is a requirement, but managers do not have the time to review reports and sit in-front of dashboards waiting for something to occur.” TeleMate™ Viewpoint and trend based notifications enhance the value of a solution by making call activity immediately actionable as situations are unfolding. “If you apply this approach both to a business's internal and external customers, they will experience a higher class of service at a lower operational expense.”

TeleMate Unified Call Management solutions are compatible with all leading VoIP and legacy TDM switching manufactures, as well as, available with tiered functionality ideal for enterprises and service providers. For an online demonstration of TeleMate Unified Call Management solutions, request a demo at www.telemate.net or contact us at info@telemate.net.

About TeleMate.Net Software

TeleMate.Net® Software is a global leader in voice and data network monitoring and security solutions, which provides cost effective, reliable, and feature-rich solutions to service providers, corporations, and federal, state, and local agencies, creating unprecedented visibility within their complex IT networks, and allowing customers to spend less time collecting and monitoring data and more proactive time managing their overall business. Since 1986, TeleMate.Net Software has evolved its core reporting technology, incorporating the latest advances in database, reporting, user-interface, and categorization technologies, to become the dominate force in addressing telecommunications administrators core requirements. For more information about TeleMate.Net, please visit our website at: <http://www.telemate.net>.

About Greyson Technologies

Founded in 2010, Greyson Technologies (www.greysontech.com) provides solutions for the most advanced information technologies, including data center solutions, IP telephony, security and wireless architectures designed as end-to-end solutions. With offices in Fort Lauderdale and Orlando the company sells enterprise services to enterprise customers.

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If you'd like more information about NetSpective Web Filter™, NetAuditor® for NetSpective, or TeleMate® Unified Call Management, please email Marketing@telemate.net or visit the TeleMate.Net website at www.telemate.net.