



F R O S T & S U L L I V A N

2005 Frost & Sullivan Award for Excellence in Technology of the Year Award

Award Recipient - TeleWare Plc

Award Description

Frost & Sullivan's Excellence in Technology Award is bestowed upon the company that has pioneered the development and introduction of an innovative technology into the market; a technology that has either impacted or has the potential to impact several market sectors. This Award recognizes a company's successful technology development that is expected to bring significant contributions to the industry in terms of adoption, change, and competitive posture. It also recognizes the overall technical excellence of a company and its commitment towards technology innovation.

Research Methodology

To choose the Award recipient, Frost & Sullivan's analyst team tracks technology innovation in key hi-tech markets. The selection process includes primary participant interviews and extensive primary and secondary research via the bottom-up approach. The analyst team shortlists candidates won the basis of a set of qualitative and quantitative measurements. The analyst also considers the pace of technology innovation, the potential relevance or significance of the technology to the overall industry. The ultimate Award recipient is chosen after a thorough evaluation of this research.

Measurement Criteria

In addition of the methodology described above, there are specific criteria used to determine the final rankings. The recipient of this Award has excelled based on one or more of the following criteria:

- Number of new technologies developed or introduced
- Significance of a technology/ technologies in the industry
- Competitive advantage of technology/ technologies vis-à-vis competing ones
- Ease of adoption of new technology/ technologies
- Potential of technology/ technologies to become an industry standard
- General impact of technology in terms of shifting R & D focus

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Frost & Sullivan's 2005 Excellence in Technology of the Year Award in Unified Communication Solutions for Mobile Applications goes to TeleWare Plc for developing innovative communication software tools and solutions for mobile workers, most notably the intelligent Number (iN), the intelligent Message Centre (iMC) and the intelligent Conference (iC).

TeleWare's iN solution provides support for mobile workforce by offering individuals their own intelligent number, ensuring that they can be reached on it irrespective of location. It provides 'here and now' registration to a virtually limitless number of telephone handsets, - internal, external, fixed or mobile - on any network at any worldwide location.

On the other hand, the iMC solution provides a range of messaging options depending on individual needs - VoiceMail, FaxMail and VideoMail. This includes the ability for mobile workers to collect e-mails on their mobile phone as speech messages and respond sending a .wav file voice message as an e-mail attachment.

Finally, TeleWare's iC solution provides a conferencing and booking facility to enable businesses to use conferencing to improve staff communications and productivity while reducing the cost associated with bureau services, allowing groups of people to conduct a 'virtual meeting' without needing to be in the same location as one another. Interestingly, the conference facility can be set up, chaired participated in from virtually any PC, laptop, mobile telephone or WiFi-connected PDA. This enables mobile workers to participate fully in the conference irrespective of their location.

TeleWare's extensible software solutions are based on the Microsoft Operating System and Intel hardware architecture with an ODBC-driven database for access to application data. The core TeleWare architecture provides common management and user interfaces between all software applications, ensuring that changes to the core are reflected in the entire TeleWare suite of products. The core architecture provides access to telephony ports, which can be shared between multiple applications running on single server architecture.

TeleWare's solutions were developed to add valuable telephony services to the complex multi vendor architectures found in the telephony world in the early 90's and over the last three years have been re-engineered to include support for an IP-based open systems architecture as well as the original TDM platforms. TeleWare's solutions are employable across a wide range of sectors: Banking, Construction, Consumer Goods, Education, Healthcare, Industrial Manufacturing, Retailing, Telecom, and Transportation to name a few.

Unlike other traditional PBX vendors who have enhanced their offerings to include telephony applications or the new IP Telephony vendors who are offering solutions based mainly on IP, TeleWare has designed its solutions to work with any PBX VPN or landline. This offers a smooth path for migrating from legacy PBXs to IP PBXs. Moreover, the 'intelligent' software affords end users the capability to expand without the need for multiple box solutions. End users can choose their own hardware vendors and access from any network with a device of their choice.

In summary, Frost & Sullivan's Award for Excellence in Technology of the Year acknowledges TeleWare Plc's overall contributions towards the advancement of unified communications for the mobile workforce, and recognizes the company's development of innovative solutions that offer mobile workers the same range of communication services from a laptop, a PDA or a mobile phone that their office-based colleagues enjoy.