

EvolveE: the next-generation private branch exchange

EvolveE is the most complete and flexible telephony solution you can provide your organization with; a computing based private branch exchange which will redefine the way you communicate.

clean, digital,
intelligent
communications

EvolveE is different

Communications are the lifeblood of any activity not taken in isolation. In larger enterprise environments, this is reflected in the adaptation of telephony technology to serve a more focused internal environment as well as to act as a controlled and effective window to the external world. This takes the form of a private branch exchange (PBX), effectively a scaled replica of public telephone centrals.

The technology driving traditional telephony is characterized by very high levels of stability; the it has, after all, existed for decades. The upshot of this is very reliable performance; the downside is a virtual stagnation in featuresets over the last decade.

EvolveE breaks free of traditional PBX constraints by virtualizing the PBX functionality over a very powerful computing core; essentially, a marriage of the computer and the private branch exchange. The result of such a marriage is synergistic; the capabilities of EvolveE are greater than the combined capabilities of the PBX and the computing core.

EvolveE is technological fusion; convergence at its finest.

clean, simple,
transparent
operation

the elegant and capable PBX

From the point of view of straightforward PBX functionality, EvolveE is best compared to the aggregate set of possible capabilities characteristic of high-grade PBX systems. A call received may be forwarded or transferred; if you answer and need to move without hanging up, the call may be parked and retrieved from a different location. The music on hold implementation is a 21st century one, with support for the now ubiquitous mp3 audio format. EvolveE provides virtual conference rooms over telephone extensions, and the Internal Voice Response system is backed up by a sophisticated text to speech engine to automate the creation of more complex service menus.

EvolveE is the electronic embodiment of the ideal team player; it will function perfectly with any deployed technologies from lines to other PBX'es to whatever kind of handsets are employed, from rotary dials to the latest IP telephones. EvolveE will, however, also function as a feature-complete drop-in replacement for existing systems; so well, in fact, that this is our recommended deployment strategy.

EvolveE is, after all, much more than a PBX.

innovative,
unique,
transforming
features

redefining your telephone

In today's business world, the office is rapidly becoming a virtual concept as opposed to a physical location. EvolveE responds gracefully to this communications challenge and provides the concept of *office portability*; the ability to carry your presence in the office in your briefcase. Regardless of where you are, you will be able to answer your office extension transparently; if you can find an internet connection in the Sahara, EvolveE can

connect you with your business.

The secret behind EvolvE is a fundamental re-thinking of the PBX architecture. EvolvE, unlike any other comparable solution, is based on a very powerful computing core. This has several profound consequences; first of all, it means that an EvolvE is built on the conceptual foundations comprising PBX technology; mature, tried, tested, and infallible. More importantly, however, it brings within reach of your telephone the nearly infinite capability as represented by computers in the 21st century.

An EvolvE can therefore acts as a bridge for your communications. There is no longer any need to regard your e-mail and your voice mail as separate channels of communication: from the point of view of an EvolvE, they are treated equally. Your voice mail may be e-mailed to you, or your e-mail may be read aloud to you through your telephone; you choose how you want to reach out to your world.

But this is only scratching the surface. You do, after all, have one of the most intelligent computer cores managing your communications; there's far more room for creativity and innovative management. EvolvE may, for example, be configured to manage your building control systems; an automated voice menu system with proper security can be accessed to manage air conditioning systems, alarm systems, or even to turn on the coffee maker on your floor.

digital intelligence for human communications

The voice menu system provided by EvolvE is at once the most transparent and yet the most powerful; it is after all computer operated. Your voice menu system can be used to provide a knowledge base, or perhaps to read out the latest financials and key operating figures. It can be used for automated support or telesales; it can, in fact, outperform a human operator in terms of facility and efficiency. And it is easy to modify; you can, in fact, use your voice menu to change that very same voice menu.

The benefits of having a computer driving your telephone system become all the more apparent when one considers the call monitoring and reporting facilities EvolvE offers. EvolvE maintains exhaustively detailed call records; a complete SQL-compliant database reporting layer translates to unprecedented flexibility in reporting. The call access controls and group policies in combination with reporting enable you to manage to a very fine granularity just who can call where, when, and under what circumstances. An EvolvE can even be employed to provide pre- and post-paid call credits.

tomorrow's communication paradigm, today

We developed EvolvE not only to provide a powerful computing-based PBX; it was our intention to redefine telephony. The extreme flexibility offered by an EvolvE is backed up by the IT Synergy technology deployment team; our solution can serve you in more ways than you can conceive. We are here to manage your deploy for you; telephones transformed the way business was done once. EvolvE stands at the forefront of the next transformation.