



Spescom DataVoice designs and develops proprietary solutions that record, manage, re-create and analyse voice and screen transactions, enhancing the process of communication between organisations and their customers and assisting them to mitigate risk, optimise workforce productivity and ensure quality customer interactions.

With a 20-year history in the voice and screen transaction management sector, Spescom DataVoice's flagship products are deployed in over 60 countries around the globe, supporting our customers' business processes and ensuring they meet security, legal and governance requirements.

Spescom DataVoice is a vibrant company driven by a team of leading professionals in the voice transaction recording arena. We capitalise on the knowledge gleaned from customer exchanges as well as rapid technology change to develop new solutions. We adapt and enhance our existing products, increasing their performance, capability and capacity to meet the growing demands of businesses, exploit advances in mobile communications and ensure a return on investment.

Our solutions are tailored for use in contact centres, trade floors, emergency services, utilities and government, and enterprises that rely on their daily interactions with their customers as well as other companies to conduct business, drive sales and provide service. They not only enable quality interactions but drive value processes within the organisation, such as workforce optimisation and quality assurance, and initiatives such as real-time, interactive e-learning.

Our substantial R&D investment and the depth of Intellectual Property vested in our people and products set us apart from the crowd. This is underpinned by an extensive support offering which includes a helpdesk, onsite and field services, specialised product consulting services and a laboratory that delivers high-level technical support to our resellers and our customers.

Our wealth of experience enables the production of refined applications that enhance the value of existing solutions. Our systems are renowned for their reliability and are built on open systems, easily integrating with a wide variety of telephony environments and diverse business applications.

Testimony to our spirit of innovation, vast expertise and technical know-how, are a number of world firsts, including the world's first digital voice recorder, Voice over IP recorder, installed speaker verification system, first demonstration of hosted recording services and the first unified mobile and fixed line recording solution.

DataVoice offers a complete solution: from voice recording, VoIP recording and screen recording to speech analysis, performance management, distributed solution frameworks and business application integration systems.

Our solutions cater to the diverse needs of organisations. We can supply specialised add-on products or comprehensive integrated solutions for small to large organisations - from voice transaction management solutions for small contact centres and stand-alone digital replacements for reel-to-reel recorders in emergency centres, or distributed and integrated transaction recording and retrieval solutions for large financial/insurance houses and the internationally distributed divisions of an enterprise.



Our key proprietary brands include:

- The **Nexus** multimedia distributed recording framework
- The **Libra** recording platform for digital voice and screen recording
- **Libra Mobile**, a state-of-the-art mobile call recording solution and
- **Qnique**, a robust, full-featured Contact Centre Optimisation suite

Hosted and managed services, equipment rental and professional services (including value engineering which assists our customers to maximise the utilisation of technologies to fully realise a return on their investment) are offered in conjunction with our sister division, Spescom DataFusion.

Our ISO9000:2000 certification provides the assurance that the quality of our processes complies with industry best practices and are constantly updated to meet global standards and new regulatory requirements.

The Spescom DataVoice solutions are sold directly as well as through our channel partners located throughout Africa, Europe and the Middle East. Our solutions are backed by a comprehensive support and maintenance program as well as professional services.

Spescom DataVoice is a key contributor to the Spescom Group strategy. Its solutions and offerings are synergised with those of Spescom's other two divisions: Spescom DataFusion, a leading business communication and customer interaction solutions specialist that provides world class contact centre and enterprise telephony solutions to medium and large organisations that must manage high volumes of internal and customer interactions; and Spescom Media IT, which provides the solutions, services and enabling technology that takes the broadcast industry from image capture through to transmission. Together, these divisions deliver a comprehensive portfolio of communications solutions to the market.

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