



STL – Solutions Provider

Voicemail to text, CRM, Billing and

Event Notification solutions

Mutare Overview



**Voice to Text Enabled
Unified Messaging**

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER



**Enterprise Voice
Mobility**

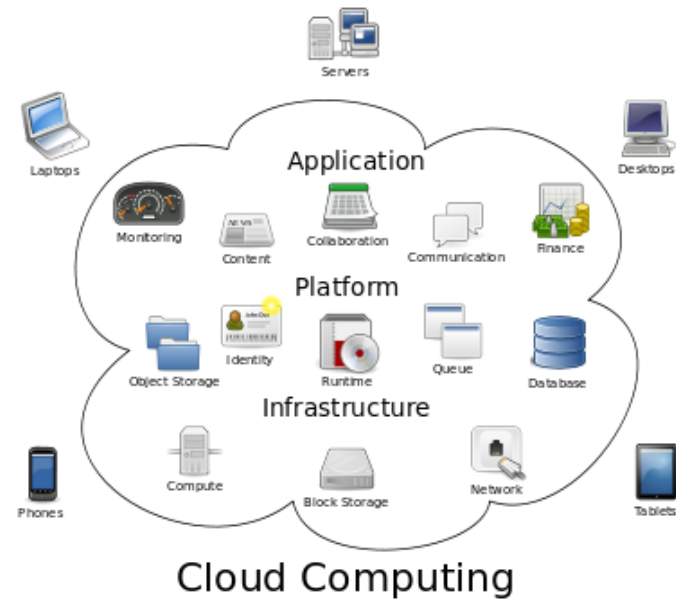


**Voice to Text Enabled IVR
Solutions**

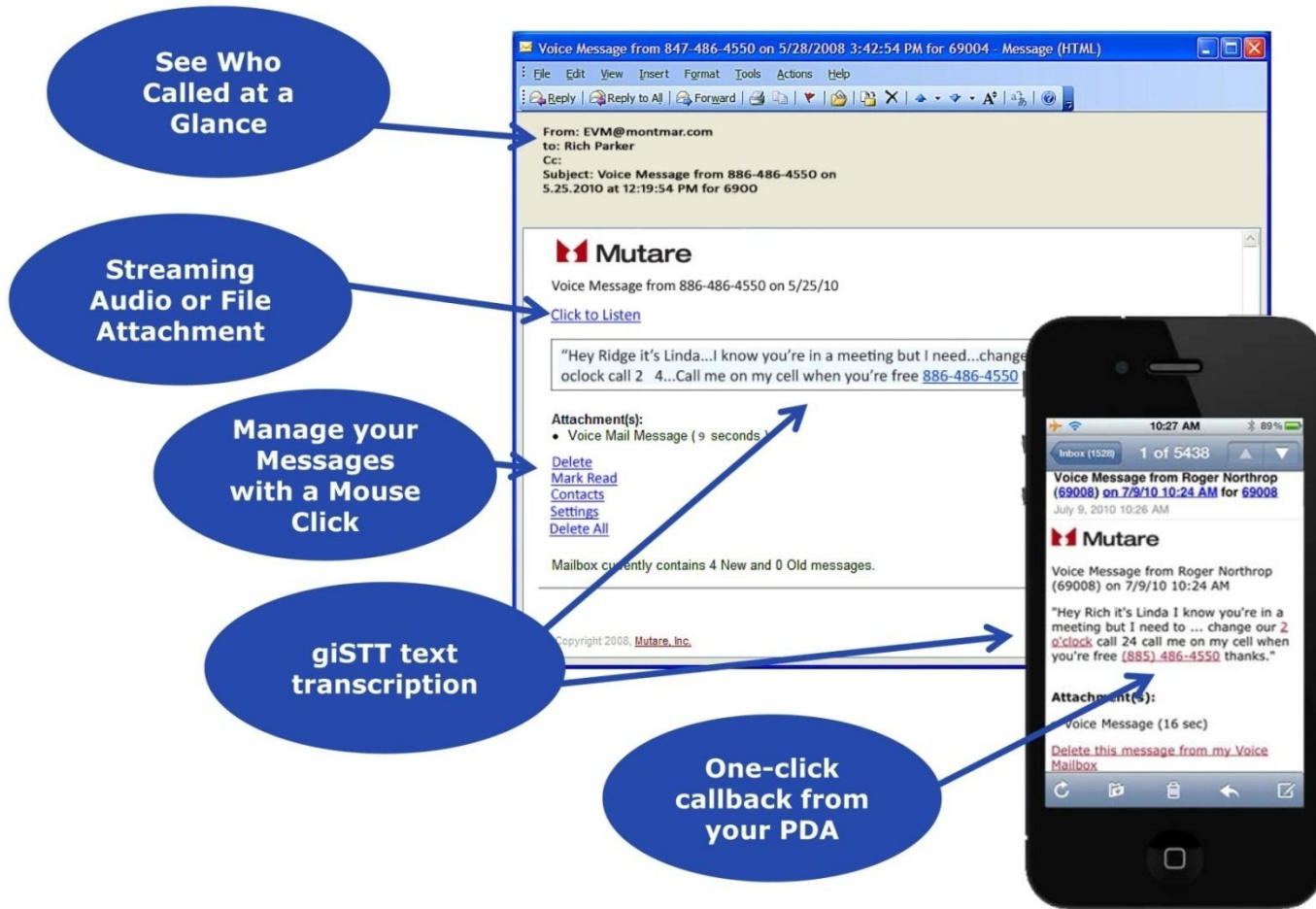


**Enterprise Notification and
Secure Two-Way
Communications**

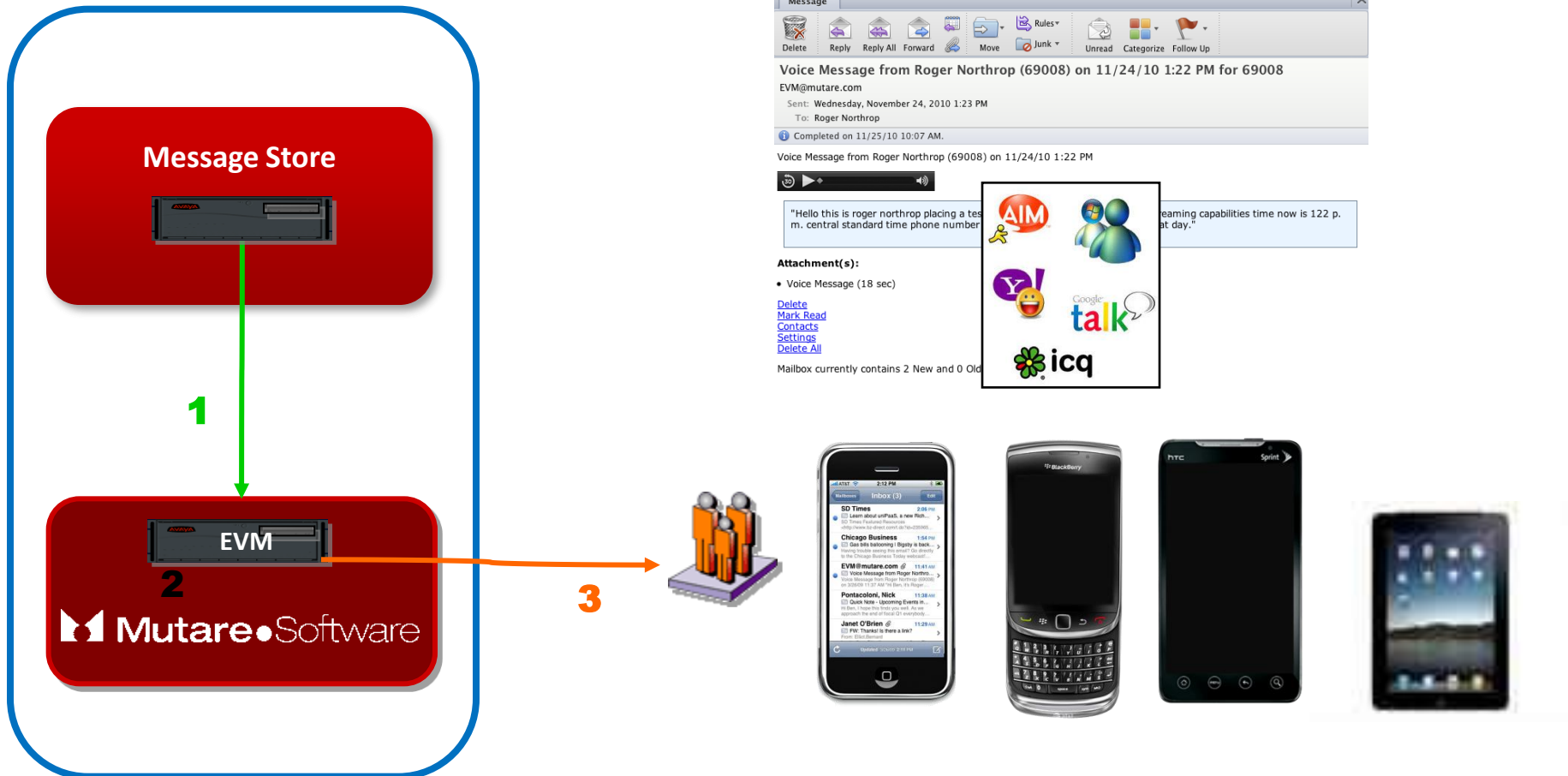
2013 - Application Service Provider



Mutare UC solutions with Avaya and non-Avaya systems



EVM Plus giSTT - Solution



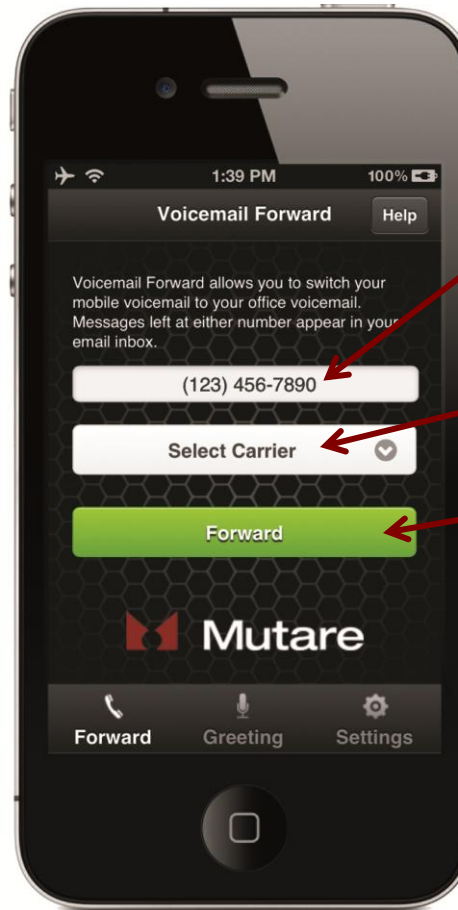
*Each EVM server can support up to 6-10 msg servers

The EVM Plus Experience

- Read, listen and control your voicemail from your PC or PDA
- Zero step user implementation
- No client install or user training required
- Upwardly mobile and very social



EVM Mobile



Type in your office number

Select carrier

Click forward

EVM Mobile is the app for users that live on the phone and in email but hate wasting time checking for voicemail. Two great features include Greeting Changer and Voicemail Forward

Customers Agree:

"We've gotten rave reviews about the new tools, especially from our 'power users' in the field, who really appreciate speed and efficiency for their communications. Overall I'd estimate that we have increased productivity of our people in the New York area by at least 15%."

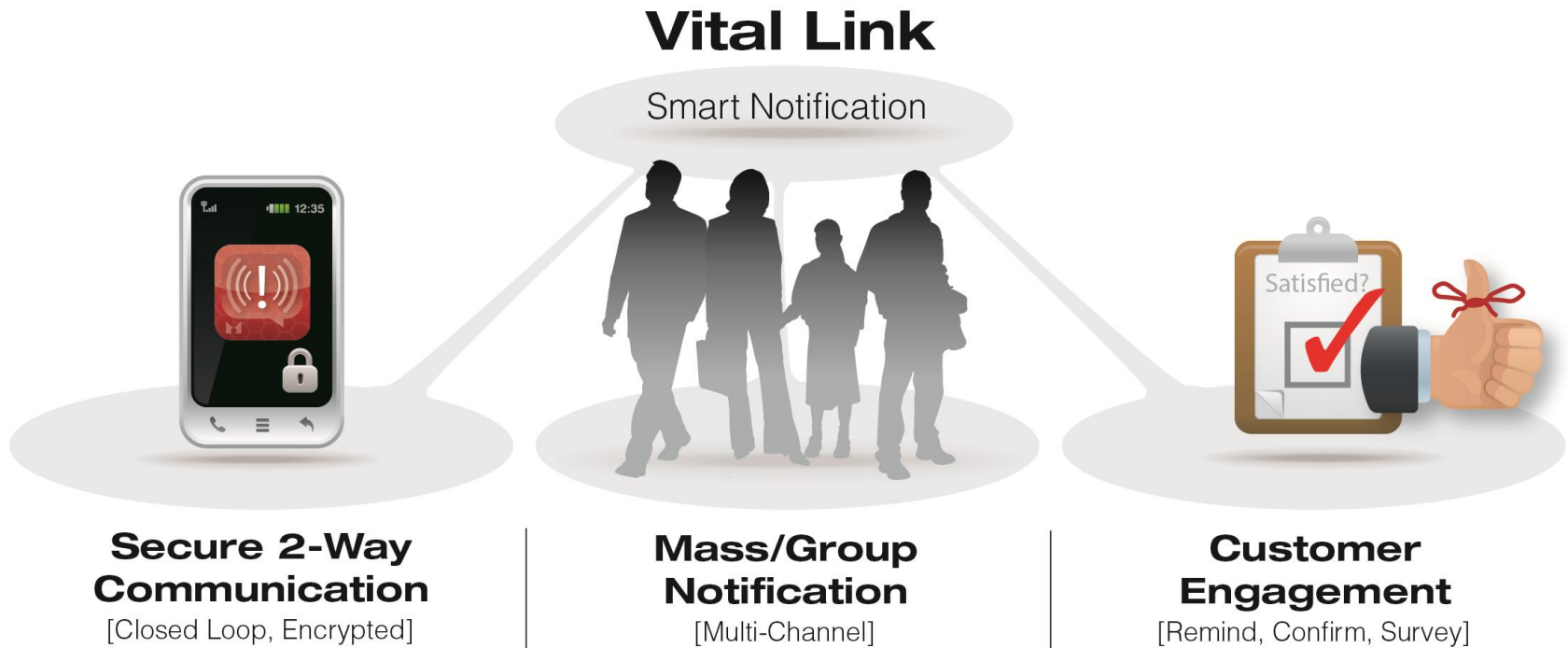
- *Craig Cuyar, CIO, Cushman & Wakefield*



Messaging Applications

Application	Description	Value Proposition
EVM Plus	Delivers voicemail and fax to the user email without the desktop plug-in	Unified Communications Made Simple – ROI in Two Weeks
giSTT Messaging	Voicemail transcribed to text in email	Read Voicemail 90% Faster
Message Mirror	Real time, geo-redundant voicemail backup for Modular Messaging.	Avoids Manual Backup for Redundant MM; eliminates risk of lost messages Required element w/ AAM 6.2 HA
Message Rescue	Real time voicemail disk image copied to backup on LAN or in cloud	Economical Disaster Recovery solution for MM and CMM
Message Archive	Permanent storage and retrieval of all voice messages	Regulatory compliance for Sarbanes Oxley and civil rules of discovery
Password Reset	Automatic Password Reset for Avaya VM	Self-service reset reduces labor costs and turn around time
Mailbox Escalation	Rules-based message notification escalation	Speeds responsiveness to unattended VM boxes; provides data for operations evaluation
Message Monitor	Monitors and records information on call center agent VM box activity	Monitors and records information on call center agent VM box activity
Message Migration	Legacy to Replacement	Enables Key VM for Leadership to Be Accessible on New System

Smart Notification – Vital Link



Additional Resources can be found at: www.mutare.com

Product Descriptions

Online Demonstrations

Webinars

Case Studies



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Thank you for your time today

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Please contact your STL client team.....

CIO Tech Priorities

CIO technology priorities concentrate on the customer experience

CIO technologies	Ranking of technologies CIOs selected as one of their top 3 priorities in 2012				
Ranking	2012	2011	2010	2009	2008
Analytics and business intelligence	1	5	5	1	1
Mobile technologies	2	3	6	12	12
Cloud computing (SaaS, IaaS, PaaS)	3	1	2	16	*
Collaboration technologies (workflow)	4	8	11	5	8
Virtualization	5	2	1	3	3
Legacy modernization	6	7	15	4	4
IT management	7	4	10	*	*
Customer relationship management	8	18	*	*	*
ERP applications	9	13	14	2	2
Security	10	12	9	8	5
Social media/Web 2.0	11	10	3	15	15

*Not an option that year

Source: Gartner Research *“Amplifying the Enterprise: The 2012 CIO Agenda”* Publication Date January 2012.

Where Else are Voice Apps



iPhone, iPad, iPod, Mac



Google Search



Mobile Apps



Nuance Dragon Desktop



Smart TV's



Game Consoles



Microsoft Sync Cars



Web Browser