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## **New Study Rates AVST as Having the Most Complete Solution Among Unified Messaging Leaders**

*COMMfusion Places CallXpress in Leadership Position for Flexible Architecture and Interoperability*

**FOOTHILL RANCH, Calif., October 7, 2008** – A recent report from COMMfusion LLC titled "Market Update: Evaluating Unified Messaging Solutions" ranks [Applied Voice & Speech Technologies](#), Inc. (AVST) as the leading provider of unified messaging (UM) in terms of "completeness of solution." AVST was evaluated against other UM providers including Avaya<sup>®</sup>, Microsoft<sup>®</sup>, Cisco<sup>®</sup> and Nortel<sup>®</sup>.

When COMMfusion evaluated UM offerings from 16 vendors, AVST's [CallXpress](#)<sup>®</sup> was identified as having the most complete UM solution of those evaluated. As defined by COMMfusion, UM is the integration of voice, fax, and e-mail messages and message notification allowing users to access any of these messages, anywhere, anytime and from any terminal.

When determining the completeness of each solution, COMMfusion took into account a range of features and capabilities, going beyond the basic integration of voicemail, e-mail, and fax, to include enhanced UM features such as find me/follow me and live reply. Other features taken into consideration during the course of the evaluation included: personal assistant or speech capabilities; automated attendant; integration with a groupware calendar; web clients; the ability to work with several groupware products; the ability to support both IP and TDM switch environments; the ability to integrate with multiple vendors' switches and in a mixed-switch environment; networking capabilities; notification options and TUI

emulations.

According to Blair Pleasant, COMMFusion's President and Principal Analyst and author of the study, "When it comes to UM, flexibility is key. As companies evolve, and as rules, regulations and business environments change, administrators need to have the flexibility to adapt to those changes. AVST's four [UM architectures](#) (Server-based, Client-based, Secure, and Simplified) enable companies to manage the transition to UM, deploying any mix of UM that they wish in order to best fit their needs and unique environments."

"Simply put, AVST's CallXpress is the most flexible platform on the market," noted [Denny Michael](#), AVST Vice President of Marketing. "Flexibility isn't the only advantage CallXpress brings. It also promotes enterprise mobility and efficiency by allowing workers to stay connected to the office 24x7, with key features that result in more efficient, more productive and more successful organizations."

In addition to CallXpress' flexible architecture, AVST designed the product to interoperate with all of the most popular e-mail systems including Microsoft Outlook<sup>®</sup>, IBM<sup>®</sup> Lotus<sup>®</sup> Notes<sup>®</sup>, Novell<sup>®</sup> GroupWise<sup>®</sup>, Mirapoint<sup>®</sup> and any IMAP4 compliant e-mail system.

AVST pioneered the first UM solution in 1993 with the release of its flagship product CallXpress. In 1997, the company again led the field by being first to market with a voicemail and UM solution designed to run on Microsoft's NT operating system. Most recently, AVST demonstrated its commitment to UM in 2007 by being first to deploy and mix four UM architectures that meet customers' storage, access and security needs.

"As a pioneer in this industry with more than 40,000 deployments worldwide, we are proud to be recognized by COMMFusion as the industry-leading provider of UM solutions," added Michael.

COMMFusion LLC is an independent industry analyst and consulting firm, providing market research analysis and consulting services on Unified Communications and communication convergence markets and technologies, aimed at helping end-user, vendor and reseller clients both strategically and tactically. For more information on COMMFusion, go to [www.commfusion.com](http://www.commfusion.com).

AVST is dedicated to educating the market on the issues surrounding UM and invites users to visit [www.avst.com](http://www.avst.com) for more information.

## **About AVST**

Applied Voice & Speech Technologies, Inc. (AVST) is a leading developer of Unified Communications solutions with over 15 million users relying on its products and services to maximize their productivity. With three decades of innovation excellence, AVST is solely focused on delivering communications solutions that increase individual, group and enterprise productivity. Its flagship Unified Communications platform, CallXpress®, offers best in class interoperability, scalability and resiliency while delivering advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can uniquely protect and extend its existing IT and telephony infrastructure investments — now and into the future.

Headquartered in Orange County, Calif., AVST maintains facilities in Seattle, Wash. and the United Kingdom and has remote sales offices throughout the United States. AVST's Unified Communications solutions are sold and supported internationally by an extensive network of resellers and OEM partners. For more information contact Denny Michael, Vice President of Marketing, at 949-699-2300 or access the company's website at [www.avst.com](http://www.avst.com).

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Link to original AVST press release:

[http://www.avst.com/pr/New\\_Study\\_Rates\\_AVST\\_as\\_Having\\_the\\_Most\\_Complete\\_Solution\\_Among\\_Unified\\_Messaging\\_Leaders.asp](http://www.avst.com/pr/New_Study_Rates_AVST_as_Having_the_Most_Complete_Solution_Among_Unified_Messaging_Leaders.asp)