

Matrix Comsec Join Hands with Xtend Technologies

Xtend Technologies, specialized in developing and delivering computer-based telephony solutions like Voice Loggers, IVR Toolkit, Outbound Dialers that can be implemented across enterprise for effective customer service and Matrix Comsec, a leading manufacturer of VoIP products such as IP-PBX, IP-Servers, VoIP Gateways and IP Phones; have joined hands by accomplishing interoperability tests among their products.

Matrix has conducted open tests to meet the requirements of Xtend Outbound Dialer (OBD) users so that they can ensure overall productivity and cost effective solutions by facilitating them with connectivity to legacy and omnipresent networks.

Mr. Kurian Thomas, Director at Xtend says, "Xtend Technologies, developer of telephony solutions gladly announces the interoperability of Xtend and Matrix Telecom based products. Since the beginning we have pioneered a wide range of voice applications that cover the varied spectrum of telecom industry and now through this interconnection, our Call Center and OBD solutions will bring additional benefits to users by providing varied connectivity to GSM, PRI and PSTN networks. Matrix solutions will help us to navigate and provide reliable communication solution with its wide range of IP-based products, thus enabling voice calls to connect different networks in a flexible and seamless manner than ever before."

Sharing views on this interoperability program, Mr. Sajeev Nair, Manager-Product Management, Matrix Comsec said, "Matrix with a wide range of IP-PBX and VoIP Gateways have identified the need to offer more opportunities to call centers to increase their efficiency. This interoperability program was designed and conducted to ensure the benefits especially to those offering solutions hand-in-hand with Xtend OBD Systems and call center agents."

ABOUT MATRIX COMSEC

Established in 1991, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; the company is committed to keep pace with the revolutions in the telecom and security industries. With around 30% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like IP-PBX, Universal Gateways, VoIP Gateways and Terminals, GSM Gateways, Access Control and Time-Attendance Systems, Video Surveillance System and Fire Alarm Systems. These solutions are feature-rich, reliable and conform to the international standards. Having global foot-prints in Asia, Europe, North America, South America and Africa through an extensive network of more than 500 channel partners, Matrix ensures that the products serve the needs of its customers faster and longer. Matrix has gained trust and admiration of more than 350,000 customers representing the entire spectrum of industries. Matrix has won many international awards for its innovative products.

To find out more about Matrix's products and to learn more about the various solutions offered by Matrix to optimize business processes through effective communication solutions, visit the company website, www.MatrixComSec.com

ABOUT XTEND TECHNOLOGIES

Xtend Technologies is a leading provider of telecom-based products and solutions. Since 1997, Xtend has been in the field of telecommunications, manufacturing computer-based telephony systems that can be implemented across any small, mid-sized or corporate firms for effective customer service. The innovative products include Voice Logger for telephone call recording, IVR Toolkit for development of interactive voice response system, Call Centre Solutions for inbound/outbound call management and Outbound Diallers for dialling automated voice calls to customers. Implementation of Xtend products streamlines business processes and increases productivity.

With operations in India, UAE and Singapore, Xtend focuses on providing quality service and excellent support at every step to all customers in any part of the world. For more information about Xtend, please visit www.xtendtech.com.