



## **INTELEPEER AND IS<sup>2</sup> TEAM TO REDUCE CONTACT CENTER TELECOM COSTS, IMPROVE CUSTOMER SERVICE WITH PRE-BUILT VOICE 2.0 APPLICATIONS**

*Companies are Jointly Developing, Marketing and Selling Hosted Call Center Services Based on IntelPeer AppworX Platform*

**SAN MATEO, CA — April 20, 2009** — IntelPeer Inc., a leader in cost-effective hosted on-demand rich media communications, today announced an agreement to integrate powerful Voice 2.0 features into corporate Web sites and contact centers with Integrated System Solutions, Inc. (iS<sup>2</sup>), an innovative professional services and software company.

Using the IntelPeer AppworX™ open communications platform, IntelPeer and iS<sup>2</sup> have developed innovative Voice 2.0 services that will help customer contact centers reduce costs while improving customer service performance. Using the hosted AppworX platform and IntelPeer's carrier-grade voice network as a foundation, iS<sup>2</sup> has developed key plug-ins that will significantly reduce the time, up-front development costs and business risks typically involved in bringing powerful new business features to contact centers and Web platforms. This simultaneously reduces communications expenses and nearly eliminates up-front capital costs.

The jointly developed services allow iS<sup>2</sup>'s and IntelPeer's customers to deploy new voice functionality within their existing applications. Features include: customer click2connect from the Web that provides the agent with associated customer data; call center agent click2connect, click2conference, and SMS or voice notifications. These advanced contact center Voice 2.0 features can also be easily deployed enterprise-wide, allowing iS<sup>2</sup> vendor and service provider customers to improve their service while reducing costs.

"We offer a spectrum of pre-built solutions and services that focus on providing maximum business value while reducing operational costs," said Viru Gupte, lead consultant and founder, Integrated Systems Solutions. "With IntelPeer's voice network

and services, we can bring innovative services into existing applications, while delivering carrier-grade reliability and performance that is vital for our customers. At the same time, we can offer our customers significant cost savings in their telecom expenditures."

"IntelPeer's relationship with iS<sup>2</sup>, an innovative and flexible systems integrator, shows the promise and value we offer for corporate contact centers," said John Hart, senior vice president of business development and marketing for IntelPeer. "With iS<sup>2</sup>, we see tremendous opportunities to develop, integrate and deploy new business services that integrate Voice 2.0 features with Web and other customer-facing portals. By teaming together, we are driving new revenue opportunities while introducing new ways to reduce expenses for our customers."

### **About Integrated Systems Solutions (iS<sup>2</sup>)**

Integrated Systems Solutions (iS<sup>2</sup>) ([www.is2corp.com](http://www.is2corp.com)) creates tools and business solutions that make customer interactions more effective and profitable. Their value-priced consulting services and best-in-class solutions such as hosted Click-2-Dial, Conferencing, Voice & SMS Blasts, Thin-client SoftPhone and Performance Tuning services reduces cost while providing exceptional customer service. iS<sup>2</sup>'s clients are top companies in the telecommunications, financial services, insurance, health care, and logistics industries.

### **About IntelPeer**

IntelPeer, [www.IntelPeer.com](http://www.IntelPeer.com), a leader in hosted on-demand rich media communications, enables carriers, businesses and software vendors to easily deliver voice and multimedia capabilities to any phone or network-connected device – without incurring up-front capital costs. Through our innovative, communications-as-a-service (CaaS) platform, IntelPeer AppworX™, our SuperRegistry™ and our extensive peering grid, we provide our customers with the platform to offer high-quality interactive voice, video, SMS, data and other rich-media services while providing significant cost savings for their telecommunication expenditures. Through intuitive APIs, Web Services, and brandable widgets and applets, IntelPeer removes the complexity of telecom and opens network functions to mainstream developers who are creating voice-Web “mashups” and communications-enabled business processes embedded into enterprise, webcasting, social networking, entertainment and e-commerce applications. Business professionals who use customer relationship management (CRM) software and common desktop applications such as calendaring and contact management also rely on us for instant access to bridge-to-services, voice blast, video blast, text-to-speech, conferencing and other features that enable communications-enhanced business processes that drive efficiency and deliver cost savings. Based in San Mateo, Calif., we operate our own carrier-grade network carrying more than 6 billion minutes, with worldwide coverage delivered through an IP and TDM peering grid with over 50 leading service provider peering partners. IntelPeer is privately held and is backed by venture capital firms VantagePoint Venture Partners, Kennet Venture Partners, NorthCap Partners and EDF Ventures.

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