IVRWarehouse

A Division of DiRAD Technologies

Affordable Speech Technology on a Proven Platform

What is IVRWarehouse?

IVRWarehouse was borne from the concept that speech doesn't have to be expensive. Leveraging the Microsoft Speech Engine, we've been able to create high-quality speech applications at prices that reflect Microsoft's increasing market share. Before Microsoft Speech, Nuance® Communications cornered the market and now continue to charge thousands of dollars for simple speech applications.

Enter IVRWarehouse.com. Built on 27 years of DiRAD experience and leveraging Microsoft's Speech Engine, IVRWarehouse offers "disruptively low" pricing on custom, turnkey solutions.

IVRWarehouse vs. The "Big Guys"

- You get the same quality speech recognition technology
- All grammar development is cross-platform, so *your current grammars will work with our system*
- Microsoft speech recognition supports English, Spanish, German, Japanese and Chinese languages
- Supports spoken name recognition
- .NET development and runtime environment—not proprietary
- Microsoft Synthesized Speech is included with every system ; expect to pay much more elsewhere.
- DiRAD has developed systems for the largest governments in the world — high-volume, with high expectations. Take advantage of that same expertise with IVRWarehouse.

Included with Every IVR System

- Complete, turnkey custom IVR built to your specifications
- Windows Server Operating System
- Web-based reporting/administration package
- Supports all database connections
- Microsoft Speech Server—NOT proprietary software
- Available in capacities of 4 to 96 ports per server
- Supports analog, digital and SIP trunks
- Ability to add more ports and languages
- 1-Year Warranty with Remote Desktop Support via DiRAD/IW technical staff and Dell onsite support.

Starting at **$11,999**

IVRWarehouse

DiRAD Technologies, Inc.
9 Corporate Drive
Clifton Park, NY 12065
800-778-2927
www.dirad.com

Select Customers

- New York City Health Dept
- ChoicePoint
- Genesee & Wyoming Railroad
- City University of New York
- State of Rhode Island
- State of Connecticut
- Skidmore College
- Port Authority of NY and NJ

A Full-Service Company

- 25 Years Experience
- Professional Voice App Consulting
- In-House Voice/Web Development
- Rapid Application Deployment
- 12 Years of VoIP Expertise
- 24/7 Technical Support

Technologies Employed

- Microsoft Speech Server
- ASP.NET
- SIP as VoIP Standard
- Patented TDD Support
- Windows Servers

GSA Contract Holder

We are a proud contractor for the US Government

Microsoft
C E R T I F I E D
Partner

Unified Communication Solutions
Networking Infrastructure Solutions

Voice Specialized Partner

DELL

Frequently Asked Questions

Q: I've heard speech recognition is expensive. How can you charge such low prices and still provide a quality product?
A: Speech recognition has a history of high pricing due to a few companies cornering the market. That changed when *Microsoft* introduced its speech engine. The speech engine pricing reflects Microsoft's desire to bring speech into the mainstream. IVRWarehouse has leveraged the speech engine to develop proven solutions based on this platform.

Q: Do you sell a SIP-only version?
A: YES! A SIP-only version utilizing Voice over IP (VoIP) allows you to connect your system to an IP-PBX or to an Internet Telephony Services Provider (ITSP) like Bandwidth.com. This means no telephone lines to connect! Since SIP utilizes your CPU, be sure to let us know how many simultaneous calls you're going to run through the system. This will allow us to quote a telephony server with the necessary processor power.

Q: Does the system work with Avaya? With Cisco? With Nortel? With my no-name PBX?
A: YES. An IVR solution from IVRWarehouse supports the following PSTN/PBX interoperation:

- All analog connections (i.e. 2500 set, POTS)
- PSTN Digital connections such as ISDN/PRI and Robbed-Bit T1
- All IP-PBX systems that utilize Session Initiation Protocol (SIP).
- Digital station lines from Avaya, Nortel, NEC, Siemens
- QSIG
- ISDN BRI

Q: What are my installation options?
A: We can install for a flat rate depending on your location. However, You can save money on installation costs by having DiRAD ship your system to you ready to setup. Just plug in the network and telephone connections. A network/internet connection to your system is required for DiRAD support access. Guided Self-Installation includes the following:

- Help with telephone services purchasing and provisioning
- Live assistance via remote-desktop or Webex
- Remote configuration of all data, network and telephony settings
- System Admin/User Training via Webex

Q: How will you support my system?
A: Customers with a warranty or valid Tech Support contract enjoy onsite hardware support via Dell Services and Remote Support via IVRWarehouse Remote Desktop Services. Our Technical Support department is accessible 24x7 with the ability to open tickets via phone, email and web.

Q: I need a web application with my IVR.
A: Most of our customers' IVRs have some sort of web component. With that in mind, IVRWarehouse has a staff of web developers who are ready to build your custom application.

IVRWarehouse