

BACKGROUNDER

Empirix Company Overview

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Empirix Inc.

Empirix is the leading provider of voice application testing and monitoring solutions. All of the world's top ten Network Equipment Manufacturers, nine of the top ten Service Providers and most of the Fortune 100 companies depend on Empirix solutions to help them adopt new voice technologies with confidence.

Since 1992, Empirix's Hammer testing and monitoring solutions have helped Network Equipment Manufacturers (NEMs), Service Providers and Enterprise Contact Centers successfully transition to new technologies including Unified Communications, IP Contact Centers, VoIP, NGN, and IMS-based networks.

A recognized market share leader for VoIP and IMS testing and monitoring, Empirix also offers the only suite of automated testing and monitoring solutions designed specifically for contact centers. The company has won numerous awards for its product innovation and thought leadership. Moreover, Empirix plays an active role with industry forums, alliances and interoperability groups, including the IMS Forum; SIP Forum; Multiservice Forum (MSF); CableLabs; and a variety of additional consortiums focused on quality assurance for enterprises and service providers.

Milestones and Firsts

Empirix's predecessor companies, Hammer Technologies and RSW Software, were founded in 1992 and 1996 respectively; the two were combined to form Empirix Inc. in 2001. The name Empirix is derived from the word "empirical"—referring to the empirical perspective that the company's solutions provide on device and application quality.

Product Leadership and Innovation

- Patents in test, monitoring and VoIP diagnostics methodology
- Strong history in VoIP and SIP (released the world's first VoIP test platform in 1998)
- In-house signaling and control plane development, with extensive support of IMS signaling and VoIP protocols
- High performance network processor architecture and appliances

Firsts and Bests

- Patented integration of voice recognition in IVR test scenarios
- IP-based call generation products with H.323 and SIP capabilities
- Integrated both voice and data test capabilities into a single system
- Multi-protocol VoIP analysis system with real time, multi-stage call flow display
- Wire-rate Gigabit network emulation and monitoring capability
- The most scaleable IP voice media/RTP testing and monitoring provider

Executive Leadership

Empirix has assembled a management team with energy, proven accomplishments and deep expertise.

Empirix Management Team

Gregor N. Ferguson

Chairman and CEO

J.D. Doyle

Vice President, Engineering

Kazamasa Watanabe

Vice President, Voice Business, Japan

Mark Armstrong

Vice President, North American Sales

Gordon Eddy

Senior Director, Product Management and Marketing

Jeffrey Weil

Vice President, Services and Support

Ray DeZenzo

Chief Financial Officer

L. Philip Odence

Vice President, Business Development and Contact Center Business

Board of Directors

Gregor N. Ferguson

Chairman and CEO

Cynthia Deysher

President, Deysher Advisory Services

John Guttag

Professor of Computer Science and Engineering at MIT

Timothy Barrows

General Partner, Matrix Partners

Paul Ferri

General (founding) Partner, Matrix Partners

Ownership

Empirix is a privately held corporation.

Employees

270+ worldwide

Awards

Empirix has won dozens of awards recognizing its growth, innovation and the excellent results it has helped its customers achieve. Examples include:

Company

- Pulver 100, 2007
- FierceVoIP's "Fierce 15," 2006
- Frost & Sullivan, "Market Share Leader for IMS Voice Testing and Monitoring," 2002-2006
- Internet Telephony "Top 100 Voices of IP Communications," 2006
- VoIP Magazine "Company to Watch," 2006

Product

- TMC CRM Excellence Award, 2008 (Hammer Performance Assurance for Siebel)
- VON Magazine Innovator Award, 2008 (Hammer G5)
- Call Center Magazine Product of the Year, 2007 (Hammer On-Call)
- Frost & Sullivan, "VoIP Product of the Year," 2006 (Hammer XMS)
- Internet Telephony "Product of the Year," 2006 (Hammer XMS)
- Customer Interaction Solutions "Product of the Year," 2006 (OneSight)
- Communications Solutions "Product of the Year," 2006 (Hammer DEX and Hammer XMS)
- Avios-SpeechTEK, "Best of Show," 2006 (OneSight)
- Call Center Demo, "Best of Show," 2006 (OneSight)

Solutions

A recognized market share leader for VoIP and IMS testing and monitoring, Empirix also offers the only suite of automated testing and monitoring solutions designed specifically for contact centers.

Many of the world's largest communications infrastructure, vendors, application suppliers, and service providers – including the top ten VoIP infrastructure vendors – use Empirix's Hammer solutions in development test environments. Hammer testing solutions synthetically emulate devices and virtual users interacting with voice centric applications; which includes making calls, verifying features, and determining performance, as well as proving system and multi-vendor interoperability of VoIP, NGN and IMS architectures. This functionality spans TDM and IP, signaling and media, and active and passive voice quality software-only packaged solutions through hardware accelerated call and session test platforms. Hammer is an established, respected and ubiquitous brand in communications test labs around the world.

Large tier-1 service providers and emerging VoIP providers, many of whom are in the cable sector, use Hammer solutions for pre deployment testing, operational network monitoring and troubleshooting. As a result of the dramatic increase in VoIP services (residential, hosted, wholesale and managed) the demand for network installation and troubleshooting, voice quality assessment monitoring, as well as service assurance and optimization tools has exploded. The Hammer XMS platform delivers Empirix's decade of VoIP testing expertise and methodologies into a distributed carrier-class monitoring system that provides complete visualization into every call, every session, all the time. Used by network operations, network engineering and customer support organizations, the Hammer XMS spans real-time reporting, analysis of calls and subscriber data, as well as diagnostics on errors, alarms and faults. Hammer XMS delivers rapid application to dramatically reduce the troubleshooting time, as well as trend analysis for network and service dimensioning, which ultimately improves the end-customer experience by delivering better quality and steady-state predictability in their VoIP service.

Fortune 1000 enterprises and contact centers also use Empirix's solutions to ensure the quality of their contact centers. Using Hammer solutions to emulate customers interacting with contact center applications and agents, Contact Center Managers can ensure that their applications and infrastructure will stand up to real-world load conditions and deliver positive customer experience in production. Empirix's OneSight system combines customer experience monitoring with infrastructure and application monitoring to ease troubleshooting.

| | NEMs | Service Providers | Enterprises |
|----------------------|--------------------------------------|-------------------|------------------------------------|
| | Communications Infrastructure | | Contact Center Technologies |
| Testing platforms | Hammer | Hammer | Hammer |
| Monitoring platforms | Hammer XMS | Hammer XMS | OneSight |
| Managed services | | | Hammer On-Call, VoiceWatch |

Partners

Empirix builds commercial success by focusing on important and effective partnerships. Our partners include:

| | |
|-----------|---------------|
| Accenture | IBM |
| Avaya | Nortel |
| Broadsoft | Nuance |
| Cisco | Oracle/Siebel |
| Genesys | Sonus |

Customers

Over 1000 world-renowned organizations depend on Empirix to meet their testing and monitoring needs, such as:

Equipment/Application Suppliers

Alcatel-Lucent
 Avaya
 Broadsoft
 Cisco
 Ericsson
 Fujitsu
 Genesys
 Hitachi
 IBM
 Juniper Networks
 Motorola
 NEC
 Nokia/Siemens
 Nortel
 Sonus

Service Providers

AT&T
 British Telecom
 Comcast
 Covad
 Cox Communications
 Deutsche Telecom
 France Telecom
 Global Crossing
 Level3
 NTT
 PCCW
 Shaw
 Sprint-Nextel
 Telecom Italia
 Verizon

Enterprises

Bank of America
 Barclay's Bank
 WellPoint
 Boeing
 Capital One
 CIBC
 Countrywide
 Nissan
 West Corporation
 Health Care Service Corporation
 Fortis



www.empirix.com

Empirix is the leading provider of voice application testing and monitoring solutions. For a complete list of offices worldwide, or to find an authorized distributor in your area, please visit www.empirix.com/contactus.

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