



Innovative
IP Telephony and
Contact Center
Solutions



Innovation and Service Excellence

The past 15 years

Since it was founded in 1992, TC&C has achieved remarkable results in the telecommunication software development and the computer telephony integration areas. TC&C is known as an innovator and expert in implementation and customization of call centers that provide enhanced solutions for multimedia customer relationship management.

The international team has many years of combined research and development, design and implementation expertise in the areas of software engineering, telecommunications and networking.

Focused on VoIP

TC&C is focused on VoIP innovation. Its strategy is to introduce new, critical concepts like business flexibility that can only be cost-effectively addressed through an IP-based solution. IP telephony systems and contact centers are the next generation communication solutions. TC&C entered this marketplace for one simple reason: to help its customers gain competitive advantage.

TC&C has been continuously expanding its cooperative efforts with leading IP technology vendors including Cisco Systems. TC&C is a value added distributor of the Cisco Unified Contact Center portfolio and a Cisco Technology Developer Partner.

World-wide presence and programs to provide excellent services

TC&C has a long standing presence in Europe at its center of service excellence in Budapest, Hungary. The company is quickly expanding internationally, having operations, resellers, satisfied customers, and clients in more and more countries across three continents. Regional offices in the U.S. and Sweden have been established recently. This solid infrastructure has been created to maintain exceptional quality of service for both the partners and the customers.

The TC&C Valued Partner Program gives reseller and implementation partners direct access to TC&C's resources and shortens the lead to sale time.

TC&C clients in the banking, insurance, energy, government, retail and service industries enjoy excellent product support that is available 24x7.

To provide the prospective customers an even more assuring buying experience TC&C introduced its Reference Customer Program.

The company is also actively participating in Cisco IP Telecommunications User Group (CIPTUG) providing its members with the most comprehensive, highest quality user information.



Mission

TC&C strives for excellence in its solutions and service with the primary goal to completely fulfill even the most individual demands in the unified communications and contact center fields.

The company targets customers, who are not satisfied with average solutions; customers, whose key concerns are, just like ours: innovation, quality and reliability.

Whether your organization is a bank, an enterprise, a service provider or a small office, TC&C delivers tailor-made, innovative, cutting edge solutions.

Innovative products for Cisco IP Communications Systems

• CARIN – The award winning call recording system

CARIN is designed from the ground up to meet demanding requirements of a wide range of industries such as banking, insurance, government, IP telephony service provider and specialized customer contact centers. CARIN is optimized for multi-site operation, characterized by high performance, video call and TelePresence session recording capability, enterprise management and security features; thereby providing a truly high-end solution at a competitive price.



TC&C's recording suite has passed the comprehensive Cisco Compatible certification test.

• CCinfo – The flexible and powerful wallboard application for Cisco UCCx platform

CCinfo empowers contact center agents/ supervisors by providing real-time statistics and automated alerts on call volume and handling. CCinfo can greatly improve service quality and performance of any contact center.



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• CASpro – The professional call accounting system

The CASpro product family provides call accounting and billing functions for IP based and legacy PBX systems as well as for VoIP gateways. CASpro's Enterprise and Service Provider Edition has been specifically developed for networked telecommunication systems with components at many locations, even from different vendors (multi-site and multi-vendor support).

• CISconn – The only connector for mySAP CRM and Cisco Unified Contact Center Express

CISconn boosts call center agent productivity by creating a single user interface environment within mySAP CRM, ensuring seamless data flow to/from the IVR, and data context transfer with the calls. CISconn allows full call control from mySAP CRM as well as from the agent's IP Phone.

An ISO-driven Company

TC&C's quality management system has been approved by TÜV Nord for ISO 9001:2000, the most widely recognized international standard.

Awards

TC&C and its products have been honored many times with awards from Cisco Systems, the most recent ones being:

- CIPTUG President's Technology Award, 2007
- Cisco Innovation Award of the Year 2005
- Cisco Navigator Innovation Award in 2005
- Cisco Solutions Partner of the Year in 2004
- Cisco Navigator Innovation Award in 2004