



## Innovation and Service Excellence

### 30 Years of Experience

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 Unified Communications

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. Unified communications (UC) simplifies and integrates all forms of communications. TC&C entered this marketplace for one simple reason: to help its customers gain competitive advantage.

The company has been continuously expanding its cooperative efforts with leading UC technology vendors including Cisco Systems. TC&C is a premier integrator and select developer Cisco 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 has international branch-offices in the United States, the United Kingdom and Australia, and also has operations, resellers, satisfied customers, and clients in more and more countries across three continents. 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 24/7.

TC&C manages and operates a Reference Customer Program to provide the prospective customers an even more assuring buying experience.



## 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 Unified Communications

### **CARIN - compliant omnichannel recording, managing and sharing application**

CARIN is designed from the ground up to meet demanding requirements of a wide range of industries such as banking, insurance, government, VoIP service providers and specialized customer contact centers. CARIN is optimized for single and multi-site operation, characterized by high performance, audio, video call, video conference and IM recording capabilities, enterprise management and security features; thereby providing a truly high-end solution via a pay as you go business model. TC&C's recording suite has passed the comprehensive Cisco Compatible certification test.

### **CARIN LectureCorder - Centralized media recording for educational institutions**

CARIN LectureCorder is a centralized and vendor-independent media recorder, transcriber and sharing application that fully meets the demands and requirements of distance learning. It provides a complete and sophisticated solution from beginning to end, including scheduling online courses and meetings, recording and post-processing of recorded materials.

### **CASpro - 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).

### **ccConn - Connector for SAP CRM and Cisco Unified Contact Center Express**

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

### **ccInfo - 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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