

Overview

Consilium Software is the Unified Communications software company which is Enabling Unified Success™ in enterprises and contact centers – with solutions that combine industry-leading products from technology partners, innovative software applications and unmatched services expertise. Powered by communications convergence, collaboration and customer interaction optimization software, Consilium's solutions enable companies to improve communication flows, transform business processes and increase business efficiency. Consilium professional services uniquely helps clients get business results fast by focusing on their requirements first, creating solutions using the best and most appropriate technologies, and providing the finest technical services. Consilium's own UNI™ range of products minimize the implementation fees and risk that many Unified Communications applications require. Providing cross-platform compatibility with our alliance products and enhanced feature sets, solutions built on Consilium's UniPresence™, UniAgent™, UniQM™ and UniInsight™ products contain all the elements needed for enterprise unified communications, customer interaction management and business intelligence. Headquartered in Singapore, in the heart of the Asia Pacific region, Consilium has significant presence in India, Greater China, ASEAN and North America. For more information, visit www.consiliuminc.com.

Unique & Different

The following five important differentiators clearly set us apart and position us well to be the company of choice for employees, customers, partners and stakeholders.

- **Innovators & Experts:** We create business efficiency by complementing industry-leading products with our innovative software and unmatched services expertise.
- **Focused:** Consilium Software is completely focused on Unified Communications for enterprises and contact centers, which gives us unique insight and allows us to deliver more effective solutions.
- **Proven Leadership Team:** Company luminaries have significantly shaped the global contact center industry for the last 20 years.
- **Consultative Approach:** Through an ingrained consultative approach we sell and deliver "true" solutions.
- **Global Company:** Headquartered in the heart of the Asia-Pacific region with a subsequent global footprint, which includes expansion to US & Europe.

History & Company Structure

Consilium Software was established in November 2007 as the brainchild of Pramod Ratwani to create a different type of company that is built on innovation, best-in-the-business experience and strong relationships. Pramod leads the company as President and Executive Chairman. Consilium Software is currently a privately-held, well-funded organization which has received Series-A investment from JAFCO Asia. JAFCO is one of the leading brands in the venture capital industry in the Asia-Pacific region and is part of the Nomura group of companies.

Unified Communications to Consilium Software

Unified Communications (UC) is communications integrated to optimize business processes. Unified Communications (UC) systems bring together voice, video, data, and mobile applications to liberate employees from their desktop and improve business agility and profitability. The objective is to improve communication flows and provide a consistent unified user experience across multiple devices and media types. Effective UC solutions can enhance individual and workgroup productivity and lead to improved customer service in contact centers.

Consilium Software UNI™ Product Suite

Consilium Software's products are the foundation of our solutions portfolio, and have been developed to address the

layers for CRM Business Applications, Customer Interaction Management, Workforce Optimization and Analytical Tools.

Consilium UniPresence™ is a UC product for enhancing enterprise communication & collaboration. By enabling integration of the personal computer with the office PBX, UniPresence™ improves productivity and reduces operating costs. UniPresence™ gives enterprises the UC edge with rich presence, voice & video collaboration, and mobility features in an appliance that is "business ready". The advantages to be gained are: improved first-attempt contact between enterprise users (faster decision making, information flow and improved service to customers), productivity gains by being able to control all communications from the desktop, and the ability to intelligently reach mobile users/tele-workers at the closest device and least cost.

Consilium UniInsight™ is a Business Intelligence (BI) reporting product focused on management users. The goal of UniInsight™ is to provide time-starved management and managers the information and insight they need to take better and timely business decisions, and be suitable for both, "novice" and "power" users. BI tools analyze and report on the volume of data organizations collect and store, with the objective of driving better business decisions to improve the organization's performance – not just by understanding what happened, but also understanding the why behind results using key performance indicators (KPI's.) While reporting tools have been an important element of any enterprise's operations, the customized, spreadsheet-based and static nature of reports has been largely ineffective in preparing them for the future. UniInsight™ promises to change this with a solution that can be deployed quickly, can be delivered through a software-as-a-service deployment model (SaaS), and is financially risk free using a hosted sales model.

Consilium UniAgent™ is a unified agent front-end application which combines login, data access and communication functions in a single-screen application which is easy to deploy and maintain. Most contact center infrastructures are built with multiple systems from multiple vendors. The ability of UniAgent™ to integrate with multiple systems and offer a single sign-on and single screen access to the multiple systems offers tremendous value to the agent, and hence to the contact center operations by improving metrics such as average handle time and agent productivity.

UniAgent™ is an agent tool which rides on top of existing infrastructure and will be available in a smart-client version

which combines the advantages of automatic version update and fast throughput using a hybrid of thick- and thin-client technology.

Consilium UniQM™ is a Quality Management tool which enables contact center supervisors to manage software-based IP voice recordings (also called logging) for quality assurance, liability recording and performance management functions. It is unique in that it allows search, retrieval and playback of agent voice recordings across multiple sites from a single, unified interface. UniQM™ search capability can be tailored to customer requirements, such as searching by the date and time of call, agent name, calling party number, final disposition of call, etc., and also customized to include scoring of agent performance.

Consilium Professional Services

Consilium Professional Services is responsible for ensuring that our customers get effective implementations aligned to their business needs, an extensive array of training, proven consulting processes for achieving initial and ongoing success, and a great support experience. The services practice includes UC Professional Services, Business & Technology Consultancy, Software Development Services and Support & Managed Services. We provide advanced professional services in the following key areas:

- UC Solution Architecture & Implementation
- Integration with Enterprise Applications, CRMs & Mobility
- Third-Party, SIP & CTI Integrations
- Custom Application Development
- Optimization & Transformational Road Mapping

Areas of Business

Consilium Software solutions are used throughout the enterprise and in contact centers. Key areas of application are enterprise communications, customer service, sales & telemarketing and collections. Consilium's products, services and people encompass a deep understanding of the needs of Banking, Insurance, BPO (Business Process Outsourcing), telecommunications, airlines and healthcare verticals.

Consilium Labs

Consilium Labs is a product development center where we develop software products – innovative, new in-house products for enterprises and contact centers. Product development services span the complete product lifecycle, from concept to end-of-life. Consilium Labs also provides custom application development, packaged applications that enhance the value of our alliances' solutions, connectors for integrating across multiple technology vendors, application engineering services and product support.

Alliances

Consilium Software offers a new paradigm for communications with Unified Communications & Customer Interaction Management products from the world's leading vendors. When innovative and robust products, which lead their respective segments globally, are paired with Consilium's UNI™ product suite and effective delivery capabilities, it creates business efficiency which gives our clients The Edge. Consilium has developed strong alliances with technology leaders Cisco, Genesys (Alcatel Lucent) & NICE. Consilium is a Cisco ATP - Unified Contact Center Enterprise partner in the India Sub-Continent, holds Premier status in India and Singapore, and an Advanced UC Specialized partner.

What We Can do for Your Business

The word Consilium is the Latin origin of 'counsel' – professional advice given as a result of an interchange and consultation. Through an ingrained consultative approach we sell and deliver true solutions. Our solutions help enterprises communicate and collaborate better, interact with their customers, obtain insight for intelligent decisions and transform business processes. We work in terms of addressing a specific customer problem or need. The first step is a consultative relationship for completely understanding the customer's needs and creating the appropriate solution. The second step is effective delivery, i.e., delivering on the promise. Delivering on the promise is not only essential for our solution to help the customer; it also creates new opportunities, valuable references and value-added relationships.

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