

## **FOR IMMEDIATE RELEASE**

### **Syntellect and speechvantage Partner to Drive the Proliferation of VoiceXML-Based Speech Solutions**

Companies will work together to resell Vista IMR Software Platform and OLIVE Speech applications to enterprise customers

**Horsham, PA – October 31, 2002** – Syntellect, a leader in speech recognition based self-service solutions, and speechvantage, a leading open systems packaged and custom speech applications and services provider, today announced a strategic relationship to sell VoiceXML-based speech solutions to enterprise customers. The relationship was finalized after each company conducted an extensive search for leading open systems product and services partners. As part of the agreement, the companies will work together reselling Syntellect's Vista IMR software platform and speechvantage's OLIVE suite of VoiceXML-based speech applications.

"We conducted an extensive evaluation of VoiceXML application developers and service providers in search of partners that meet our open standards requirements," said Keith Gyssler, VP, Business Development of Syntellect. "speechvantage's focus on building applications that leverage best-of-breed open technologies combined with its extensive industry expertise and impressive client list makes it an ideal technology partner."

Syntellect's fourth-generation voice processing software platform Vista IMR is the only open, standards-based, software platform available from a major supplier that runs on servers utilizing Microsoft's Windows NT and 2000® operating systems and supports custom industry and company specific applications written in the Java and VoiceXML programming languages. Vista IMR is used by progressive companies to create automated self-service solutions for use in contact centers as part of a company's customer relationship (CRM) strategy. The company has sold over 7,000 IVR systems in 55 countries since its founding in 1984.

speechvantage is the developer of the OLIVE Suite of Business Applications. OLIVE, which stands for On-Line Interactive Voice Exchange, can be easily customized within IT and Telephony environments to help improve customer service and reduce operational expenses. The applications have already been successfully installed with a number of current clients that include Day-Timers, Inc., GE Betz, Ann Taylor, GSK, Astra Zeneca (UK Office), University of Pennsylvania and Bank of Nova Scotia.

"speechvantage and Syntellect share similar philosophies regarding the importance of open systems and how they will help to drive the proliferation of speech-enabled technologies," said Chetan Patel, CEO of speechvantage. "Our combined technologies and services will broaden market reach, vertical implementations and set the technology standard for other providers in this industry," Mr. Patel continued.

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### **About speechvantage**

speechvantage is a leading open systems packaged and custom speech applications and services provider that works with global enterprises to define, develop and deploy speech recognition and text-to-speech solutions that reduce operational costs, enhance customer service and provide a measurable return on investment. The company's flagship product, the OLIVE Suite of business applications, provides a speech-enabled auto attendant, a voice-activated emergency contact list, a speech-enabled password reset system, a voice-activated dialing system and voice-activated Outlook & Lotus Notes and can be easily customized to improve customer service and reduce operational expenses. Based in Horsham, PA, speechvantage has assembled a network of partners and customers including SpeechWorks (NASDAQ: SPWX), Nuance (NASDAQ: NUAN), VoiceGenie, Avaya (NYSE: AV), BBN, Ann Taylor (NYSE: ANN), Astra Zeneca (NYSE: AZN), HIP, Mellon Financial Corp. (NYSE: MEL), University of Pennsylvania and Bank of Nova Scotia (NYSE: BNS). For more information: visit [www.speechvantage.com](http://www.speechvantage.com) or call 215-369-9900.

### **About Syntellect Inc.**

Syntellect is a leading global provider of self-service software solutions and hosted services. Syntellect is a leader in speech-recognition software application design and development having delivered over 80 enterprise-class implementations. Designed to be deployed on our customers' premises, within Syntellect's hosted service facility, or a combination of both, our technology, and systems integration expertise help enterprises take advantage of solutions that increase customer satisfaction, deliver incremental revenue, reduce costs, and enhance employee productivity. For solutions that talk, talk to Syntellect. Call us in the US at 1.800.788.9733, or in the UK +44 (0) 1628 897500, or visit us on the Web at [www.syntellect.com](http://www.syntellect.com).

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