

Integration improves customer services

Integrating their telephone systems and computer networks enables businesses to reduce their response time and deal with a larger number of telephone calls in a shorter period. This is why computer/telephony integration (CTI) is widely regarded as a major future growth area in IT. One of the main players in this field is Tevitel AG in Berlin, a recently founded venture marketing an already established product.

"Our product is the connecting link between telecommunication and the IP (internet protocol) world. It is integrated into the IT architecture and provides all workstations with CTI including voice-over IP," explains Member of the Board Heiko Paper.

Tevitel offers a modern communication platform for medium-sized companies. Its 'Teles iPBX' (Internet protocol enabled private branch exchange) is a modular ISDN telephone system based on PC technology. In addition to traditional ISDN functions like transferring, switch-


ing between calls, teleconference, and mailbox services the system supports features like CTI, unified messaging, automatic call distribution, interactive voice response and voice over IP. So far, roughly 6,000, iPBX-Systems have been sold since 1993 and are still in operation.

'Teles' is operated by mouse click. It allows instant LAN access. Additional extensions are easily installed and the whole system can be monitored and serviced remotely from any workstation. Individual solutions are provided for clients with special requirements.

Tevitel intends to widen its product portfolio by incorporating new terminal equipment and VoIP solu-

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"Teles iPBX" can be easily refitted to existing systems

tions. A big issue for the future are redundant systems and the company is also working on ways to increase the safety of telecom systems and reduce downtimes. ■

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