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December 11, 2008

SIP Print's VoIP Call Recording Appliance Now Integrated with Novus Products



By [Michael Dinan](#)
TMCnet Editor

A Westlake Village, California-based company [announced](#) today that a distributor of TDM and Internet telephony phone equipment has integrated its VoIP call recording products.

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Officials at [SIP Print](#) say their equipment now will be sold by [Novus LLC](#) to value-added resellers, along with products from [Nortel](#), [NEC](#), [SNOM](#), [Vodavi](#) and [Allworx](#).

According to SIP Print President Don Palmer, Novus employs highly trained engineers and technicians who know the SMB marketplace well and provide the types of sales and marketing programs that the company's resellers need.

"With warehouses in every time zone in the U.S., Novus can deliver our products to resellers quickly and efficiently, and they are staffed to provide the support services needed after the initial implementation," Palmer said.

Specifically, officials at SIP Print say they provide an affordable appliance (pictured right) that offers pure system-level SIP voice recording for SMBs and larger organizations with a need to record up to 200 seats per location. Because it supports SIP at the communications system level, SIP Print's patent-pending platform can also record advanced functions such as voicemail or "follow-me" calls on mobile phones or other off-premise phone numbers, ensuring endpoint accessibility.



The company's call-recording appliances – which earned a first-place award at the [Internet Telephony Conference & EXPO](#), and will be on display again at the event in February – are compatible with many VoIP and hybrid phone systems.

Officials at Novus say they complement their equipment sales and distribution services with buy-back programs, leasing and rental programs and logistics and inventory management services throughout the United States. Novus has relationships that span 20-plus years with leading voice and data resellers, and many of these partners are looking to bolster their VoIP offerings for the SMB marketplace.

According to Novus Managing Director Chris Meehan ([News - Alert](#)), quality assurance programs, employee training and improved customer service have rendered the recording or some or all business calls a necessity for many businesses.

"As SMBs transition into IP-based phone systems for their inherent flexibility and cost savings potential, the need for appropriate and affordable call recording systems has never been greater," Meehan said.

Learn more about SIP Print at [Internet Telephony Conference & EXPO](#) — the biggest and most comprehensive IP communications event of the year. [ITEXPO \(News - Alert\)](#) will take place in [Miami, Florida](#), Feb. 2 to 4, 2009, featuring three valuable days of exhibits, conferences, and networking opportunities you can't afford to miss. Visit [Grandstream](#) at booth #828 in the exhibit hall. Don't wait. [Register now!](#)

Michael Dinan is a contributing editor for TMCnet, covering news in the IP communications, call center and customer relationship management industries. To read more of Michael's articles, please visit his [columnist page](#).

Edited by [Michael Dinan](#)

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