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SIP Print and Zultys Partner for Bundled UC Solution

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UC specialist Zultys and VOIP call recording firm SIP Print announce a partnership to bring an affordable bundled unified communications solution to market.

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VOIP call recording specialist SIP Print and Zultys, a specialist in SIP open standards-based corporate unified communications solutions, announced that they are partnering to bring an affordable, bundled UC solution to market.

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The companies also announced today that they have successfully completed joint interoperability testing between SIP Print's SIP call recording appliances and Zultys' lineup of SIP-based IP-PBX communications systems. SIP Print and Zultys' joint IP-PBX and VOIP call recording solutions are available immediately.

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Zultys, founded in 2001, manufactures a family of business phone systems that scale to 10,000 users. The cross-OS interface, which works on Macs, Windows and Linux, integrates features such as softphone, find me/follow me, presence, secure chat, teleworker support, IVR, ACD, call record, fax origination/termination.

"This partnership is founded on a mutual commitment to open standards, the SIP protocol, and to bringing feature-rich yet affordable communications solutions to the SMB market," said Zultys CEO Steve Rothenberg. "We believe these values are critical to the customers of both SIP Print and Zultys, and we look forward to introducing this bundled solution to that audience."

Many of the call center and customer service applications on the market today have been engineered and designed for the medium to large enterprise, making the cost per seat for small businesses prohibitively expensive, according to SIP Print. In the case of call recording, SIP Print contends a system requiring 15 to 30 users would commonly pay more for the call recording system than their PBX phone system.

"When you combine two interoperable, award-winning, market-leading products in a high-growth sector like the SMB VOIP marketplace, you know the results will be positive," said SIP Print CEO Don Palmer. "The Zultys/SIP Print combined solution has been organically gaining traction across Zultys' existing customer base, so it only makes sense for us to solidify our relationship and provide the same benefits to the broader market."

Cost-conscious businesses have a growing number of VOIP vendors to choose from, including Allworx, Critical Links and Sutus, who are all pushing to include VOIP in their solution portfolio. The Allworx 6x VOIP PBX, for example, combines full PBX and VOIP duties with networking functions like automated backup, Web server, e-mail and security.

The EdgeBox, from Critical Links, offers features like a Web-based management console and is ideal for scalability, offering optional "EdgePacks" applications like a content management system (CMS) and a learning management system (LMS).

Although it is one of the more expensive SMB-tailored solutions on the market, the Sutus Business Central BC-200 offers businesses on a budget a thorough selection of features and easy installation, including simple wiring and a personalized Web page—"My Sutus"—for changes to settings, information and communications.

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