



NEWS RELEASE

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Resource Software International Ltd. (RSI) Solution Now Rated “Avaya Compliant”

- *Revolution Web call accounting software application is compatible with Avaya IP Office 6.0*
- *Revolution helps businesses track, monitor and manage their communication network facilities.*
- *Revolution is available for hospitality, professional, health care, education, government and general business environments.*

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OSHAWA, Ontario — Resource Software International Ltd. (RSI), a leading developer of total communication management solutions for every enterprise, today announced that its Revolution Web Call Accounting is compliant with IP Office from Avaya Inc., a global leader in enterprise communications systems, software and services.

Revolution Web Call Accounting helps businesses track, analyze and manage both analog and IP communications. The application now is compliance-tested by Avaya for compatibility with Avaya IP Office 6.0.

“Resource Software International Ltd. (RSI) is proud to have successfully demonstrated interoperability of its core products with Avaya IP Office,” said Rito Salomone, president of RSI. “This is the culmination of many months of research, development and cooperation with Avaya. Communication facilities are the lifeline of most successful businesses, and now Avaya IP Office customers have new tools they can use to maximize their efficiency and productivity, track and analyze their networks, and forecast, monitor and allocate communications management expenses. Revolution

Web Call Accounting is also available in vertical markets such as hospitality, professional, healthcare, retail, education and general business.”

Resource Software International Ltd. (RSI) is a member of the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company’s investment in its network.

As a Gold member of the program, RSI is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

“RSI is a long term Gold partner of Avaya offering communication management solutions to SME and enterprise customers”, said Eric Rossman, vice president, developer relations, Avaya. “Revolution Web Call Accounting offers our mutual customers the ability to analyze the telecom expenses and maximize productivity through a dynamic browser based intuitive interface.“

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, data solutions and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information, please visit www.avaya.com. For more information on the Avaya DevConnect program, visit www.avaya.com/devconnect.

About Resource Software International Ltd. (RSI)

Founded in 1990, Resource Software International Ltd. is a developer, manufacturer and distributor of total communication management solutions. The company offers a wide range of

products including: call accounting, hotel/motel management, real time dashboard, contact center console and CTI applications. RSI has distributors in North America, Europe, Caribbean and Middle East. As a proud Avaya DevConnect Gold Member, RSI is focused on providing Avaya customers training and resources that offer insight about the health of their communication facilities. For more information, visit www.telecost.com

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