

RSI Granted Mitel Certification for its Flagship Call Accounting Software

OSHAWA, ONTARIO - January 20, 2010: Resource Software International Ltd. (RSI), a leading developer of total unified communication management solutions including call accounting, unified presence console, hotel billing and ACD reporting announced today that its flagship application, Shadow CMS Enterprise, achieved Mitel®-Compatible Test (MCT) Certification for Mitel® Communications Director (MCD).

SHADOW CMS Enterprise is a scalable robust call accounting software package that consolidates communication usage data to assist managers in monitoring, controlling and migrating infrastructure. Shadow CMS helps businesses curb misuse, reconcile telecom expenses, highlight detrimental quality of service, discover system hacks, migrate legacy equipment and manage the health of their communication networks.

"RSI has worked very hard in tandem with Mitel to ensure and verify compliance of our enterprise grade call accounting with the latest Mitel MCD," said Rito Salomone, President of RSI. "Shadow CMS Enterprise is a unique solution that can be deployed in any environment including small office, hospitality and large enterprise. We are excited to offer our mutual customers a solution that will watchdog their communication ecosystem."

"Building and maintaining the right technology relationships to deliver customers high value integrated solutions is a critical component of success in the current business communications marketplace," said David Lowenstein, Director of Business Development for MSA. "Mitel continues to work with best-of-breed companies to deliver complete solutions that address the specific business challenges of our customers."

About Resource Software International Ltd. (RSI)

Founded in 1990, RSI is a developer and manufacturer of a broad range of total communication management solutions including call accounting, hotel billing, CRM integration, mobile tracking, presence console, managed services and multi-vendor management. RSI is focused on providing customers products, training and resources that manage, control and reduce the expense of their communication ecosystem. As a proud Mitel Solutions Alliance (MSA) Member, RSI is focused on providing Mitel customers training and resources that offer insight about the health of their communication facilities. RSI has distributors in North America, Europe, Asia, Caribbean and Middle East.

For more information, visit www.telecost.com.

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