

Master Complexity

Provide an amazing customer experience, grow your profits, raise your reputation, and boost your bottom line.

A fantastic customer experience is the solid basis on which a business is built. That's why Empirix has made it a priority to continually strengthen our position as the recognized leader in delivering network lifecycle solutions. We empower our clients to master network complexity and improve business performance — end-to-end — by predicting the customer communication experience.

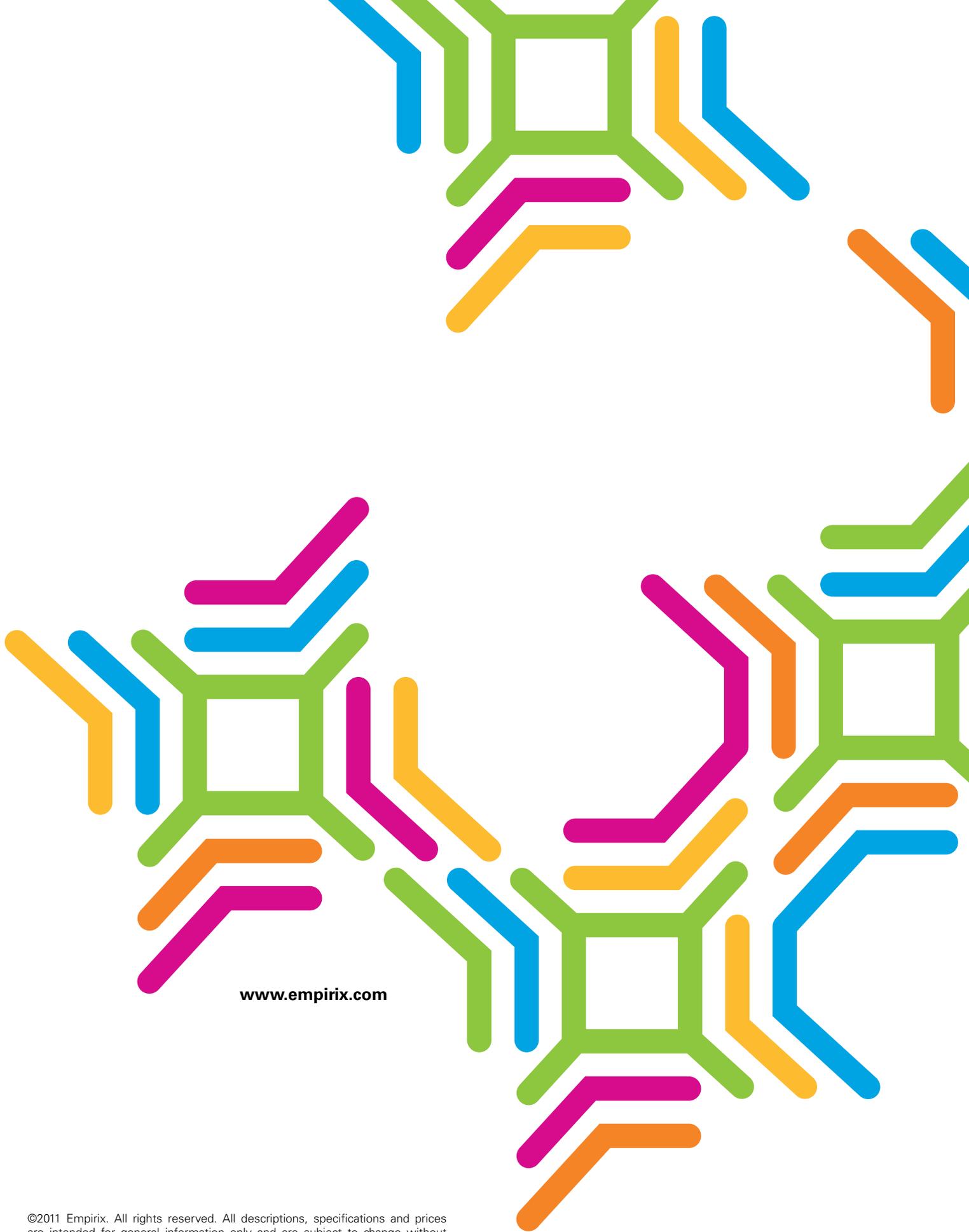
Our clients such as T-Mobile, Marks and Spencer, and PowerNet Global Communications tell us that they are thrilled to work with us — an agile, global powerhouse that has a proven record of success. We are problem-solvers who welcome challenges. Empirix's peerless products and services are field-proven for quality, scale, flexibility, and performance, and our technical expertise and years of experience are unparalleled.

Empirix has deep knowledge regarding customer communication technologies — voice, video, data, mobile, web, fax, IM, presence, unified communications, and more. Our integrated architecture enables data sourcing, collection, aggregation, analysis, intelligence, and presentation to work together in harmony. Thus, Telecommunication and Service Providers, as well as IT and Enterprises recognize that they can trust us to offer the clarity and vision required to understand and even forecast the customer experience.

Many of world's largest organizations rely on Empirix's proactive correlation solutions to secure their delivery of a positive customer experience. Our solutions produce enormous time and cost savings for thousands of clients, including five of the seven largest banks, five of the ten largest insurance companies, twelve of the top fourteen carriers, the top cable operators, and numerous top retail and airline companies.

Empirix's innovative Testing, Monitoring, and Analytics solutions enable organizations to preempt network issues, perform at peak levels, and predict the actions necessary for offering the best customer experience possible. Testing communications environments instills rock-solid confidence that network performance meets expectations, monitoring provides visibility into network operation and service levels, and real-time analytics enable smarter decisions to forge a pathway to customer satisfaction. The end result is cost containment, revenue growth — and of course, customer experience improvement.

Because it all revolves around customers — yours and ours. After all, customer experience is everything.



www.empirix.com



EMPIRIX

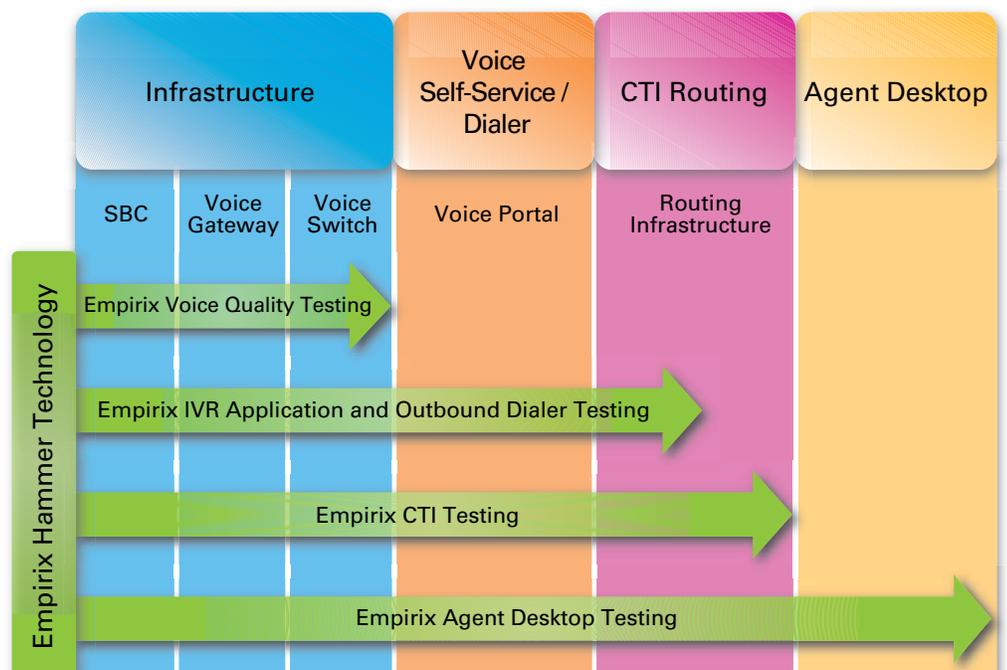
PREEMPT: Empirix Testing Solutions

Today's IP environments are complex and constantly evolving, and it is inevitable that issues will arise. Those problems which are not handled in the pre-production stage have a direct negative impact, devastating customer satisfaction levels and your company's reputation, while encouraging customers to desert your company for your competitors.

Proving beyond the shadow of a doubt that new solutions will perform as expected — even once they have been incorporated into your complicated network environment — enables you to preempt issues before the customer experience is affected. You can move forward with the confidence of knowing that costs and timelines are under control during the rollout of new services, enhancements, and upgrades. Ultimately, with your systems running smoothly, you can shape a better user experience, speed acceptance, and generate a higher ROI.

Empirix is the standard for end-to-end communication technology testing and validation. Our comprehensive, scalable solutions provide a real-world view into the way IP-based solutions will perform.

Gone are the days of insufficient, siloed, or manual testing. Today's forward-thinking organizations invest in Empirix's holistic validation solutions. We test across the layers of the complex multi-vendor, multi-application, multi-channel environment, using scenarios that closely mimic actual customer interactions and drive traffic through the system under maximum loads. Our integrated voice, video, and data testing provide you with insight into quality of experience — as your customers truly experience it.



"By testing bridgeSpeak AR with Empirix, **we were 100 percent confident** that the product we brought to market was best-in-class."

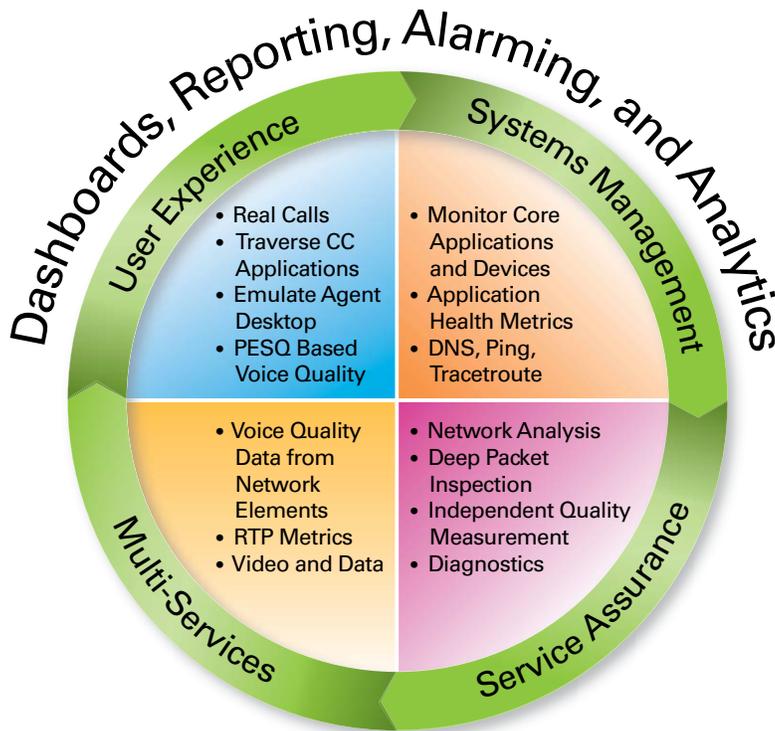
~ bridgeSpeak

"Empirix provides an **extremely powerful analytics solution** that has completed our **visibility of end-to-end service quality metrics** all the way from customers, through our network, to our interconnected carrier partners."

~ Momentum Telecom

"With Empirix we have **reduced the service desk and engineering time required** for trouble resolution by 25%."

~ Verscom



WE OFFER TESTING, MONITORING, AND ANALYTICS SOLUTIONS FOR:

- Enterprises
- Service Providers
- Mobile and LTE
- VoIP Fixed Line
- Contact Center
- Unified Communications
- QA Lab

PERFORM: Empirix Monitoring Solutions

Complicated, IP-based infrastructures constantly experience changes (e.g., patches, upgrades, application additions) after networks go live. Misconfigurations happen frequently, and manually troubleshooting issues is challenging — let alone spotting trends before they become problems.

Organizations need to keep network performance at a high level by proactively monitoring IP-based infrastructures end-to-end. This process enables you to quickly identify service-impacting issues, troubleshoot to find the cause of the problems before they affect customers, and prevent reoccurrences. With the right tools, you can even predict problems before they fully manifest.

Empirix is the only company that provides a clear, unified view of the entire communication environment, offering visibility into customer, network, and application issues.

We combine active and passive monitoring of voice, video, and data services across multi-vendor environments for proactive assessment of customer experience and network health. Passive monitoring gives you a bird's eye view of the situation, similar to viewing highway traffic patterns from the air. In contrast, active monitoring is like looking at highway traffic from the perspective of a driver rather than a bird: you get a very detailed, up-close view of issues. The powerful combination of the two makes Empirix solutions unmatched in the market today.

Empirix quality assurance solutions enable you to keep integrated applications, systems, and protocols functioning smoothly and facilitate a high-quality, profitable communication experience. Ultimately, this process results in a superior customer experience and continual business growth.

PREDICT: Empirix Analytics Solutions

Customer, network, and operational data streams contain mountains of information. The sheer volume of that data makes discovering useful and meaningful nuggets a slow, painful, and sometimes impossible process.

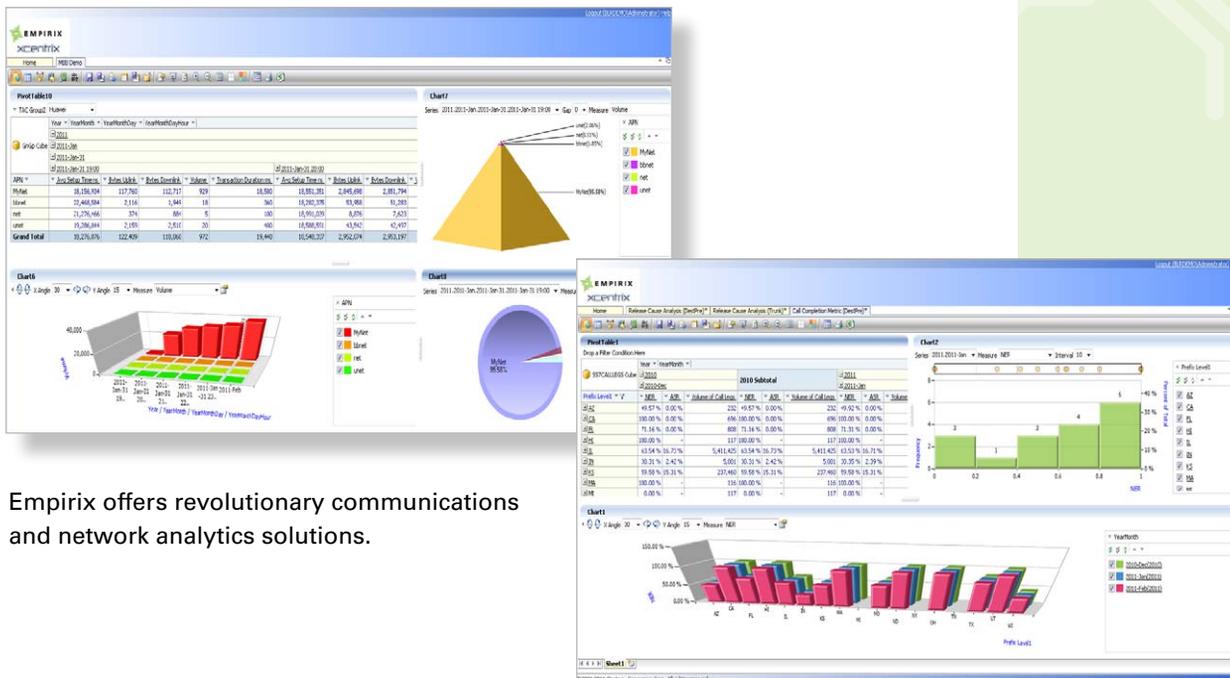
Yet whether you are designing new pricing models, creating targeted marketing campaigns, troubleshooting complex network issues, or planning for expansion, using factual, predictive intelligence reveals exciting new opportunities and enables smarter decisions making. The impact on overall business performance is tremendous, including a better customer experience, optimized infrastructure investments, and maximized network performance.

Arming employees with insight specialized for their function drives smarter decision making across the board. Based on that knowledge, Empirix united a powerful business intelligence engine with proprietary analytics and deep industry expertise to revolutionize the way organizations do business.

Empirix transforms business data streams into valuable insights that reveal key trends and illuminate micro causes. We offer a ground-breaking visual solution for quickly and easily manipulating data and customizing reports for each unique user. Leveraging Empirix's tremendous knowledge of telecommunications and market drivers, we offer more than simply a string of statistics — we provide real visibility into network performance and the true customer experience that you can use to strategically improve your business. By providing intelligence at every level, we empower you to sharpen your competitive edge, uncover new profit opportunities, enhance the customer experience, and carefully control costs.

BUSINESS BENEFITS OF FOLLOWING OUR BEST PRACTICES METHODOLOGY:

- Strengthen customer satisfaction
- Retain and increase revenue
- Streamline operations
- Improve productivity
- Reveal new business opportunities
- Enable smarter decision-making
- Realize the full value of technology investments



Empirix offers revolutionary communications and network analytics solutions.