

PRESS RELEASE

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Kyocera-Mita commences CloudWare VoIP Suite rollout nationwide

After a thorough evaluation of the various VoIP products on the market, including those from the well known multi-national hardware and software vendors, Japanese office machine manufacturer/distributor, **Kyocera-Mita Australia** has chosen CloudWare's VoIP Windows telephony software for its nationwide VoIP platform rollout.

Commencing in late 2007 the first stage deployment in the NSW Branch office, the QLD Branch Office in Brisbane and the VIC Branch office in Melbourne was completed in November 2008. This has proven a resounding success with particular focus on improvements to the existing network link quality and QoS. Included in the package is a 20 seat Call Centre which is running traffic at up to 800 calls a day via the CloudWare Windows SoftPhone Agents in the branch and supported by a 400 port capacity CloudWare Enterprise-S server in Head Office. A range of smaller servers in the other state offices are mesh networked over a managed VPN delivering carrier grade voice quality to both SIP phone and SoftPhone users.

IT Manager at Kyocera-Mita, Paul Cunningham, said "We saw an opportunity to replace a range of older technology PBXs and Keyphone systems in our organisation with a 21st century, all Windows software VoIP solution that we can ultimately manage ourselves. CloudWare is that solution. None of the other systems we evaluated offered us the operational cost savings, the broad feature set, the flexibility and most of all the visibility that CloudWare provided. This is convergence at its best."

CEO of CloudWare, Jerry Bloom said "This project with Kyocera sets a new standard, for a locally grown Windows based software VoIP platform, outperforming the large hardware-centric competitors on Total Cost of Ownership, flexibility and features at every level. We are very proud that CloudWare was chosen - this levels the playing field at the corporate end of the VoIP market".

"Kyocera's CloudWare system utilises our SIP Trunk Gateway software module enabling easy delivery of SIP (VoIP) trunks over broadband - no hardware gateways are required. NEC-Nexvoice SIP trunks deliver full indial service via managed broadband links into the various CloudWare servers at each of the Kyocera offices. As the rollout continues there will be 8 offices networked via CAPI and SIP with a transparent national numbering plan for all staff at almost zero call cost point to point."

For more information on CloudWare go to: www.cloudware.net.au

For more information on Kyocera-Mita see: www.kyoceramita.com.au

CloudWare Pty Ltd

ABN 33 099 290 114

2/651 Victoria Street

Abbotsford VIC 3067 Australia

Tel: +61 (0)3 9425 1555

Email: info@cloudware.net.au

Web: www.cloudware.net.au