

PCS

PALITTO CONSULTING SERVICES



**Delivering Solutions At The
Speed of Yes!**

Who is PCS?

We are a Mitel Partner's Best Partner

- PCS provides expert resources to complement Mitel partners
- 25 years Mitel Integrator, full stack development team
- Established Relationships with over 100 Mitel Partners

Integration

- Over 50,000 hours written against Mitel APIs
- VoIP, UC, CC Experience Since 2002
- Private Cloud Expert

Application Development

- Special Purpose Applications
- Speech Enabled Self Help



Palitto Consulting

Our Team is our Secret Sauce



**You Have a
Business
Partner
Team**

Mitel and PCS Partnership

Broad Vertical Experience

- Hundreds of Solutions Deployed
- Integration, Automation, and AI Enhancement
- Financial Services, SLED, Healthcare, & More

Integration & Consulting

- Our Approach
- Workflow and Process Enablement
- MiVoice Business, MiCC Business, CloudLink, MiCollab
- MiVoice Connect Conversion Expertise

Selling at the speed of YES!!...for over 20 years!



LumenVox Partnership

LumenVox Licensing Partner

- Simple Source for Licensing, Development, Scripting
- Flexible licensing for organizations of all sizes!
- Financial Services, SLED, Healthcare, & More

Integration & Consulting

- Our Approach
- Workflow and Process Enablement
- MiVoice Business, MiCC Business, CloudLink, MiCollab
- MiVoice Connect Conversion Expertise

Selling at the speed of YES!!...for over 20 years!



capacity[®]



LumenVox Overview

And those three little words; “Yeah, so what?”

Dean D’Adamo
VP Sales

Paul Esquino
Manager Sales Engineering



Mission Statement

To deliver the most comprehensive, cost-effective, flexible portfolio of speech and voice technology.



We Are a Software Company!

Founded in 2001

- **Thousands** of customers
- **6500+** deployments
- **Billions of speech interactions** captured
- **Billions of calls** successfully delivered monthly
- **Millions of voice prints** created
- **Committed to On Prem and Cloud Deployments**

Modular Portfolio of Voice Technology

Millions of end-users interact with LumenVox technology every day

ASR with Transcription
Industry leading accuracy



Voice Biometrics (Active)
Millions of voiceprints created

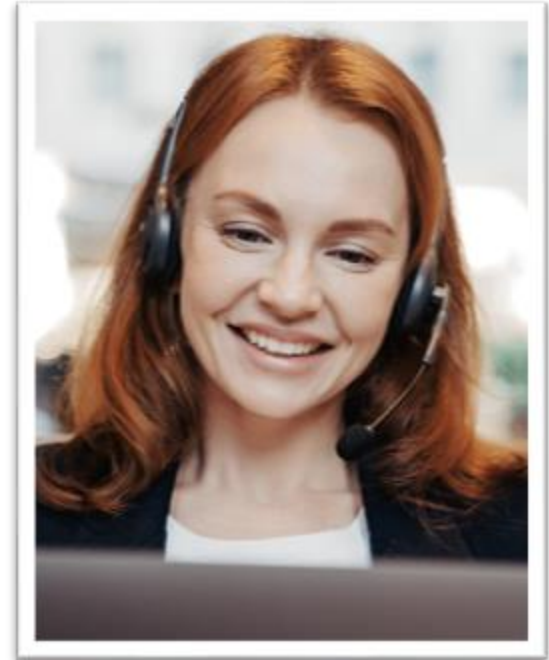


Text-to-Speech (TTS)
Natural voice interactions

Call Progress Analysis
3+ billion calls successfully delivered each month



Voice Biometrics, ASR, TTS, Transcription for MiVB



Mitel + Lumenvox Architecture

MiVoice Business with PCS IVR Host

- Full Integration and IVR Functions in MiVB
- Installed on Windows VM
- Supported by Leading Private Clouds

MiCC Contact Center Business

- Leverages Mitel Voice (ASR/TTS) License
- Direct Contact Center Connectivity
- Supported by Leading Private Clouds

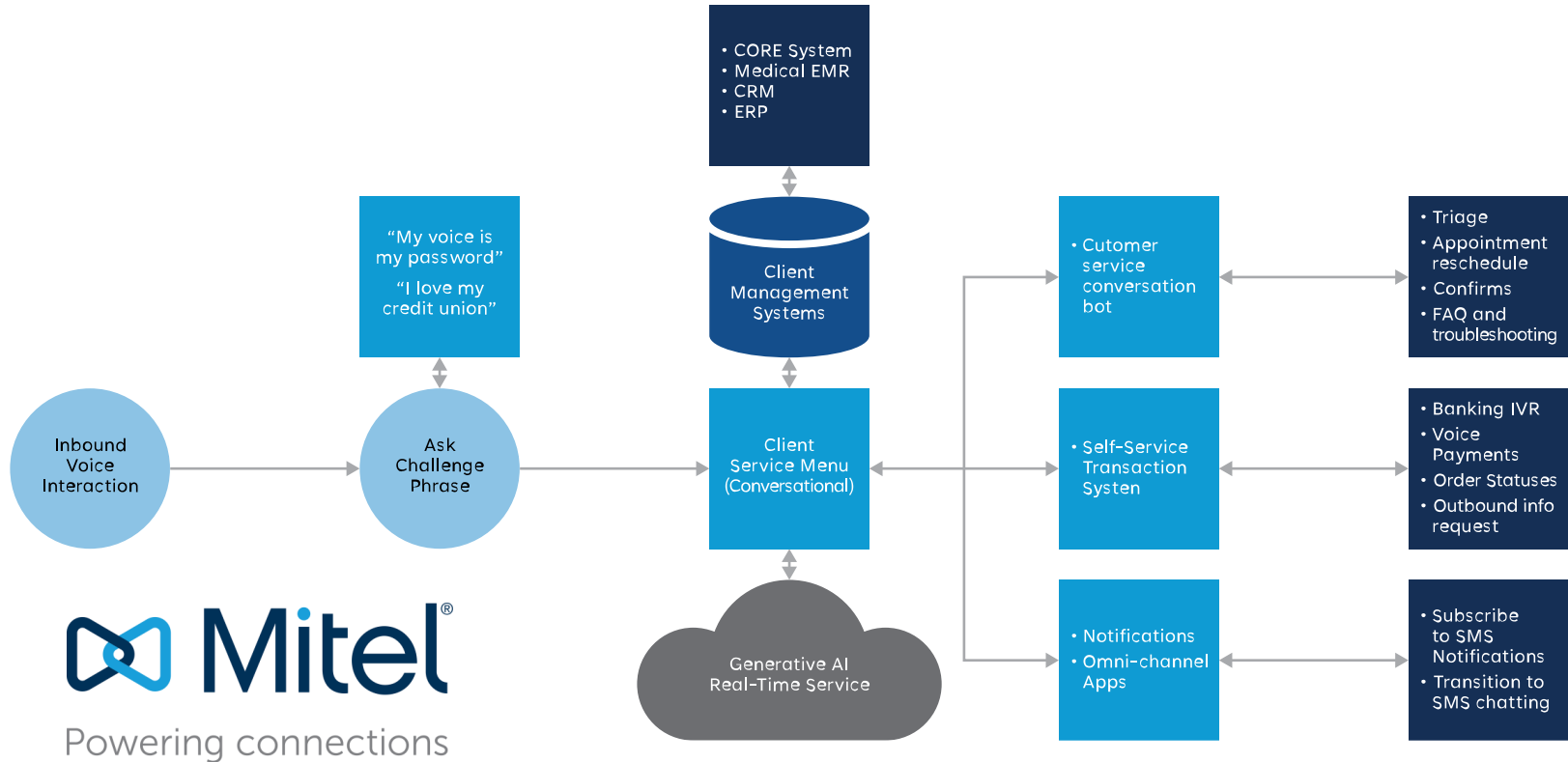


Powering connections

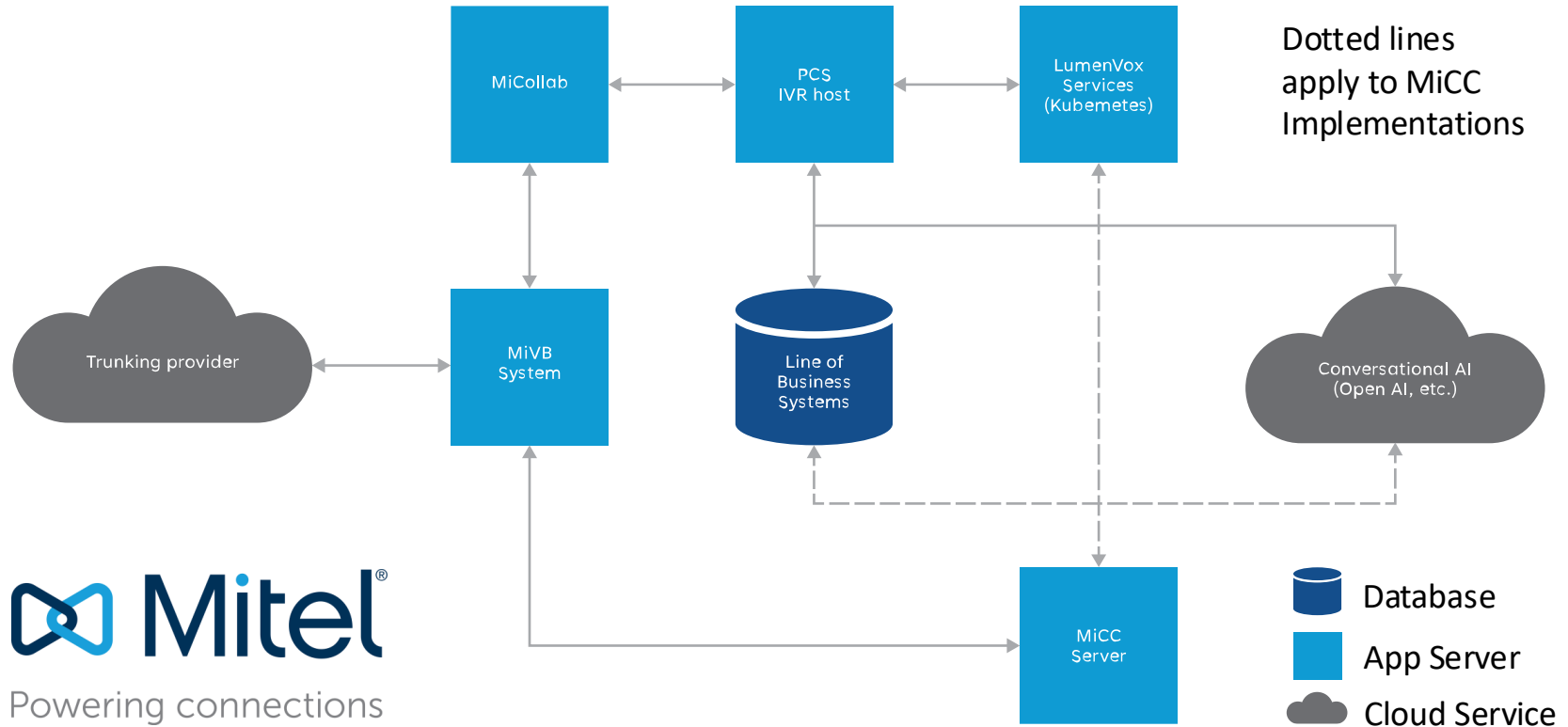


LumenVox[®]

Voice Biometrics & Conversational Bot



Architecture



PCS Solutions

- Business Process Discovery and Envisioning
- LumenVox Licensing
- Workflow Development and Solutioning
- Comprehensive Professional Services



Powering connections

Engaging PCS

PCS
PALITTO CONSULTING SERVICES

ABOUT SERVICES SUPPORT NEWS CONTACT

MAXIMIZING

Mitel

Extending Mitel for Maximum Functionality & Ease of Use

Since 2004, our team at Palitto Consulting Services has been providing Mitel Partners and Clients with unique integration solutions, business process workflows, and applications that work seamlessly with the Mitel communications platforms. Over time, Mitel partners have taken advantage of our unique custom integration options and have pushed us to develop our most simplifying and exciting solutions yet.

The **PCS development team** is a very diverse team with over 100,000 hours written against integration APIs. We have many combined years' experience directly with Mitel APIs. The team consists of database administrators, software developers, mobile developers and WAN/LAN experts trained and certified by Mitel to implement base products, call center applications, and integrate Mitel products using the Mitel API and other tools. We are a Mitel's Best Partner!

PCS has a proven track record of empowering and maximizing Mitel Partners around the globe. Our experienced team of developers have integrated with Salesforce, Zoho, Microsoft Dynamics, Fiserv, Google Apps, Jack Henry, CoCC, Infusionsoft, Abacus Law, Evergreen, Intuit, ServiceNow, Freshdesk, Magento, and Oracle, just to name a few! We develop solutions with focused energy in Financial Services, Healthcare, Municipal and State Government, Retail, and Manufacturing. **Contact us** today with your project ideas and Let's get your clients to Yes, Together!

GET YOUR PROJECT STARTED TODAY!

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We understand
Partnership! Flexibility and
Solution Thinking!

maximizingmitel.com

Call Us Today...We Get You to Yes



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