

For Immediate Release

## **Tadiran Telecom Awarded New Communications Contract by the Department of Veterans Affairs (VA) to Expand and Upgrade Tadiran Telephone Systems**

**Port Washington, N.Y. – April 10, 2007** – Tadiran Telecom<sup>®</sup>, a leading global IP business telephone and communications solutions provider, today announced it has been awarded a contract by the Department of Veterans Affairs (VA) for its Central Office (VACO) located in Washington, DC. This \$1.9 million contract is one of many contracts awarded to Tadiran by the Department of Veterans Affairs over the past eight years.

The Department of Veterans Affairs has installed and linked Tadiran's Coral<sup>®</sup> IP PBX systems throughout its offices nationwide, making it one of the largest call centers in the country. The VA also uses Tadiran's Composit<sup>™</sup> Contact Pro for managing and reporting calls.

"We are very proud and privileged to support the VA in its efforts to respond to the growing number of Veterans," said David Sopko, VP and General Manager of Tadiran's Government Systems. "As a Service Disabled War Veteran, I too need to contact my case manager from time-to-time; and my calls are placed to the very systems Tadiran installs and supports. First hand, I understand the importance of Tadiran's role - not only from a corporate perspective, but from a personal perspective as well. I take great pride in knowing I have contributed to the VA in its efforts to support my fellow Veterans. I can think of no other greater responsibility for Tadiran."

Sopko added, "We've been working with the VA for the past eight years expanding their communications and contact centers. We will continue to expand systems and capabilities as their needs grow and change. We're pleased to continue to provide the best communications and contact management solutions in support of our Veterans and their families," Sopko added.

Tadiran's award-winning family of Coral IPx products are based on open standards, allowing businesses and organizations of all sizes to move to the world of IP-based communications in stages, at the speed that suits their needs. The Coral IPx family includes a breadth of products that combine leading edge Voice over IP (VoIP) technology at the best total cost of ownership, backed by superb voice quality, easy installation and maintenance, secured communications, and a wide choice of user devices to support tele-workers, corporate and branch offices, and road warriors. With deployments in 41 countries, the Coral IPx products can easily adapt to different companies, agencies, networks and countries.

### **Composit Contact Pro Enables Multiple Systems to Work as One**

Tadiran's Composit Contact Pro is a comprehensive suite of real-time, IP multimedia customer interaction management solutions. Its scalable and modular system combines IVR, Dialer, CTI, queue management, Intelligent Interaction Routing and multimedia management – all on a single, distributed platform. Composit's distributed architecture allows multiple Composit servers to tie together and work as one single system, so agents across different servers can connect and share data,

and businesses can expand the number of agents and IVR ports, conduct automatic load balancing and disaster recovery.

Composit's open architecture, built around industry standards, enables businesses to easily access legacy applications, CRM systems, third-party reporting tools and databases, and integrate with other systems in the enterprise (including Web services) to ensure a more unified customer communications experience. Working in concert with Tadiran's family of Coral IPx systems, Composit can also support remote workers anywhere in the world.

### **About Tadiran Telecom**

Tadiran Telecom® is an established innovator in telecommunications for more than 40 years. A leading, global IP business telephone and communications supplier, Tadiran serves businesses and organizations of all sizes with a comprehensive family of products, including IP PBXs, contact centers, IP telephones, and mobility and desktop applications. Tadiran distributes IP communications solutions to some of the world's largest companies and organizations across 41 countries through authorized Business Partners. For more information, visit [www.TadiranTele.com](http://www.TadiranTele.com).