

Trusted engineering expertise

Trusted engineers

Holding more than 30 years of engineering experience, Circumference delivers expert custom development, support, consulting services and web portal solutions. Circumference designs unique applications and features that are not offered in standard contact center technology offerings.

Custom development

- Full service custom application development
- System architecture designs
- Prototype development
- Product verification and testing
- Beta testing and deployment management
- Interactive voice response (IVR) solutions
- Computer telephony integration (CTI)

Satisfied Customers

Our customers speak highly of the trust they have in Circumference. Each relies on Circumference for their deep understanding of contact centers.

Customer	Professional Services
Appletree Medical Group, Inc.	Integrated Appletree's next generation, electronic medical records system to <i>Circumference On!Core™</i>
Club Assist	Custom-developed reliable and robust electronic point-of-sale solution
Nordia Inc.	Custom-developed the award-winning, state-of-the-art, carrier-grade multimedia contact center platform for hearing- and speech-disabled communities (relay)
Nordia Inc.	Custom-developed bilingual, web-based System for National Incentive Calculations (SNIC)

Award-winning Professional Services projects:

- CIPA Award 2005, recipient
- OCTAS Technology Award 2005, recipient
- OCRI Technology Partnership Award 2004, finalist



Circumference Professional Services

Support services

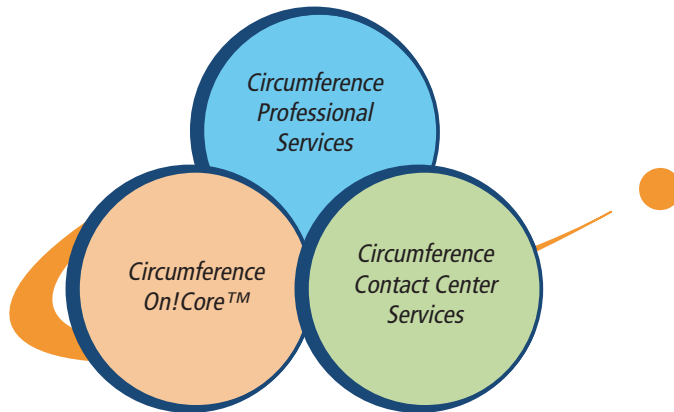
- Technical support tier 1-2
- Software maintenance

Consulting

- Proposal writing, response, editing services
- Relay service solutions for the speech and hearing impaired
- Technology research and assessments
- Solution assurance
- Administrative and operational optimization
- Data quality, integrity, analysis and mining
- Reporting analytics

Web portal solutions

- Customer care portals
- Client portals
- Intranet portals
- Operations management solutions
- Skills and training management
- Data management and analytics



The Circumference portfolio

Circumference On!Core

The *On!Core* family of complementary, web-based contact center service modules is a hosted solution that drives contact center efficiencies. *On!Core* empowers management to select only the functionality their unique contact center operation requires, thereby streamlining and automating business processes – and ultimately achieving the business targets of diverse organizations.

Circumference Contact Center Services

Circumference offers a full-service contact center, delivering inbound, outbound and blended services to organizations with offices around the world.

Circumference Professional Services

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Contact Circumference today

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About Circumference Technology Services, Inc.

With 30 years in the industry, customers trust Circumference's expertise to deliver managed contact center services – hosted and facilities-based – and custom development services. By way of on-demand technology, Circumference delivers secure, web-based solutions to address the ever-changing and diverse needs of distributed, global contact centers. Circumference has made it possible for organizations to leverage managed solutions to increase contact center efficiencies. Learn more about Circumference's Trusted OnDemand Solutions™.

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