



**SDC Solutions Becomes Nortel Developer Partner
IntelliDESK® PC-based Console and IntelliSPEECH® Intelligent Virtual Agent Attain Nortel
Compatible Product Designation**

14 August 2007/ -- SDC Solutions, Inc. a leading provider of mission-critical communications solutions, today announced that it has achieved the status of Developer Partner in the Nortel Developer Program. Through this program, SDC and Nortel will now work more closely in identifying, delivering and promoting enhanced solutions for mutual customers.

SDC's IntelliDESK 6.0 and IntelliSPEECH 4.2 were tested in a Nortel lab facility and are verified as compatible with Nortel's Communication Server 1000 and Contact Center Manager. By focusing on products that bear the Nortel Compatible Product brand mark, such as IntelliDESK and IntelliSPEECH, customers may realize a reduction in total cost of ownership, as these products have been verified to use established, supported Nortel interfaces and integration specifications.

IntelliDESK 6.0 is a comprehensive PC-based console solution that enhances operator performance through screen-based interactive functions. This streamlined approach to call handling eliminates the need for continually updated extension lists, printed on-call schedules, and cumbersome binders filled with emergency procedures and additional critical information. Ultimately, operator productivity and accuracy is increased while staffing, data entry requirements and overall costs are reduced.

IntelliSPEECH 4.2 helps businesses enhance customer service and reduce costs by eliminating up to eighty percent of routine calls to operators, allowing businesses to process more calls in less time and redistribute staff as needed. Using speech recognition, IntelliSPEECH provides self-service style communications for enterprise staff members using any computer or wireless device with internet access and browser capability.

The combination of SDC's IntelliDESK and IntelliSPEECH with Nortel's Enterprise Communication Server 1000 and Contact Center Manager provides a solution offering increased productivity, reduced costs, and enhanced customer service and satisfaction for SDC and Nortel customers.

"SDC is pleased to announce the compatibility testing of IntelliDESK and IntelliSPEECH by Nortel," said Joe Jarnutowski, president and CEO of SDC. "Businesses now can choose our innovative and reliable solutions and know that they have been successfully tested for interoperability with Nortel's open, standards-based communications platform. As a result, companies can rapidly and cost-effectively add new capabilities to improve their operations."

Nortel's Communication Server 1000 is a server-based, full-featured IP PBX, providing the benefits of a converged network plus advanced applications and over 750 world-class telephony features. Fully distributed over IP LAN & WAN infrastructure with built-in reliability and

survivability, Communication Server 1000 supports business-critical applications, including unified messaging, customer contact center, IVR, wireless VoIP and IP phones.

Nortel's Contact Center Manager (CCM) offers a scalable solution for dynamic contact center environments requiring sophistication and differentiation in the care offered to their customers. CCM provides skill-based routing; call treatment flexibility, real time displays, multimedia routing, and comprehensive management and reporting functionality - empowering contact center managers with the tools and agility to deliver unique and unprecedented care to their customers. The rich scripting language supports multifaceted call routing and treatment decisions based on combinations of real time conditions.

The Nortel Developer Program is a co-marketing and compatibility testing program which acts as a liaison with leading independent software and hardware vendors to encourage and empower the development of innovative solutions that complement and enhance Nortel communication platforms, including traditional telephony, IP telephony, contact centers, and converged networks. The Nortel Developer Program has established a website specifically designed to promote Nortel Developer Partners and their Compatible Products. Simply enter www.nortel.com/developer into your web browser address field.

About SDC Solutions

SDC Solutions is a leading provider of mission-critical communications solutions. Through a robust suite of products, including IntelliDESK PC-based console, IntelliSPEECH[®] Intelligent Virtual Agent, WebSERVICES web-based directory, IPSERVICES IP-based directory, and Event and Emergency Notification, SDC integrates industry standard technologies to provide easy access to centralized directory knowledge. SDC products can be used together as part of a Total Call Handling Solution or individually based on a customer's needs.

For more information, visit www.sdcsolutions.com.

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