

Press Release

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Integrated Research extends functionality of PROGNOSIS

IP Telephony Manager

Sydney, Australia — Dec. 16, 2003 — Integrated Research (IR) today announced that it has extended the functionality of its IP telephony management software, PROGNOSIS IP Telephony Manager (IPTM).

The new version of IPTM now comes bundled with PROGNOSIS IP Telephony Assessor, a new network diagnostic tool that assists companies in determining their networks' capacity to handle an IP telephony installation or expansion. Additionally, PROGNOSIS 7.07 has met the Cisco AVVID (Architecture for Voice and Video Integrated Data) Partner Program test criteria for interoperability with Cisco CallManager 3.3(3).

Integrated Research joined the Cisco AVVID Partner Program as an IP telephony participant. Through participation in the Cisco AVVID Partner Program, IR's PROGNOSIS IP Telephony Manager 7.07 provides real-time Voice over IP (VoIP) troubleshooting, optimization, performance and event management to enterprise customers.

The Cisco AVVID Partner Program sets criteria for interoperability testing by independent third parties and enables leading product and services firms to deploy innovative business solutions. The program provides enterprise customers with information regarding Cisco AVVID partner products and services

that an independent testing facility has tested and found to interoperate with Cisco networking technology.

IP telephony partners in the Cisco AVVID Partner Program expand customer choice with call processing, collaboration, and customer interaction solutions and services. These solutions are based on Cisco AVVID, a standards-based open architecture that provides enterprises with the foundation for advanced converged networks.

IP telephony partner solutions complement and extend Cisco AVVID with business applications that improve customer care, lower costs, and increase workforce productivity. These solutions include call accounting and billing, call processing, unified messaging, e-collaboration, and multimedia customer interaction.

“As more and more companies look to combine voice, video and data across their IP networks, the level of network management increases in complexity and criticality,” said Grant Allan, global service manager for a division of Dimension Data, a user of PROGNOSIS IP Telephony Manager. “Prognosis fits in well with our existing global managed services architecture and will extend our capability to manage all of our customers’ IP applications, regardless of whether they are voice or data, in real-time.”

“Cisco supports open, standards-based architectures and shares a commitment to interoperable solutions with IR,” said David Tucker, Cisco Systems’ director of marketing, IP Communications Business Unit. “Through this vision the Cisco AVVID Partner Program delivers the power of choice to enterprises—the ability to extend the Cisco end-to-end architecture with our participants’ solid products and technologies. With Cisco AVVID partner offerings such as PROGNOSIS IP Telephony Manager, customers can deploy a broad range of business solutions that foster innovation and drive rapid adoption of business-critical technologies.”

Additional enhancements in PROGNOSIS IP Telephony Manager 7.07 include:

Mean Opinion Score (MOS) support – MOS is an industry-standard measure of the quality of human speech. PROGNOSIS IP Telephony Manager 7.07 provides MOS metrics out of the box on a per call, per second basis.

Support for more devices - Monitors and diagnoses a range of key devices within Cisco AVVID, including gatekeeper, locations, MTP devices, transcode devices and hardware and software conference bridges.

Simphone enhancements - Provides the ability to make external calls that check for gateway availability. Simphone helps ensure that when changes are made to the network administrators are alerted immediately if a particular route pattern no longer works or a gateway is out.

Management across complex firewall topologies – PROGNOSIS IP Telephony Manager 7.07 can be deployed in infrastructures comprising multiple geographical locations or domains separated by more than one firewall (De-militarized Zones) because it does not depend on point-to-point TCP connections between nodes.

More Thresholds out of the box - Based on customer feedback, PROGNOSIS IP Telephony Manager 7.07 ships with over 100 new pre-tailored thresholds out of the box. The cost of post-purchase customization is lower than any other product on the market.

About Integrated Research Ltd

Established in 1988, Integrated Research (www.ir.com) is a publicly listed company (ASX:IRI) with sales and support offices in the USA, Europe and Australia. Integrated Research develops PROGNOSIS cross-platform systems management software for high availability, business-critical environments. PROGNOSIS is available on the Windows, UNIX, Linux and HP NonStop™ platforms. Whenever you use an ATM, download email, trade stocks, make a phone call, watch cable TV or shop at a large retail outlet, chances are that you're benefiting from PROGNOSIS. The world's largest bank, telecommunications company, stock exchange, computer hardware manufacturer and Internet service provider all rely on PROGNOSIS, as do blue-chip customers in 47 countries.