

Major Feature Comparisons

Typical Competition vs. MCCT IVR Platform

Competition	MCCT
1. Non-Redundant 250 Watt Power Supplies	1. Quad Redundant Hot-Swappable Power Supplies (4x300 = 1200 Watt)
2. Single Drives using IDE	2. Redundant Hot-Swappable SCSI Hardware mirrored RAID I 36 - 73 GB Drives expandable to RAID V (Up to 2 Terabytes of storage)
3. Desktop PC Design with little or no expansion slots standard PC Backplane design - non-commercial	3. 20 slot passive Backplane system - commercial with CPU board for Matrix ² Platform. Up to five Quad T1/E1 in one IVR.
4. No network interface	4. 10/100/1000Base-T auto-switching with TCP/IP & IPX compatible network interface
5. Unproven operating system	5. SCO UNIX & RedHat Linux used by Telecomm industry and Internet Service Providers for over a decade (Internet backbone)
6. No or minimal Tape Backup	6. 10 GB uncompressed (20 GB compressed) IDE Tape Backup with Disaster Recovery software - recover within a few hours versus rebuild and lose applications & reports.
7. No Reboot device	7. External Remote web-enabled Reboot device independent of operating system.
8. Tech Support 9AM to 5PM Weekdays and a Return & Repair policy resulting in lengthy downtime.	8. With 1-year full warranty, 24/7 Tech Support with 10 minute response times plus our advance replacement policy with minimal downtime; yearly extensions are available.
9. Unknown number of countries where systems installed & unknown number of ports.	9. Installations in 66 countries and over 500,000 ports installed and running. This demonstrates our vast experience in handling a multitude of international protocols.
10. Typically IDE bus for drives and peripherals which does not support RAID	10. Use Ultra-320 SCSI bus; all drives are hardware mirrored with RAID I and for large voice storage, RAID V arrays are available with up to 2 Terabytes.
11. Limited expansion capability due to PC environment and operating system limitations.	11. In one chassis, up to 20 E-1's or 20 T-1's inbound. Expansion is further enhanced by using SCSI bus architecture and the RAID V option so that up to 480 ports are attainable in

	one integrated system.
12. No uninterrupted power protection included and no auto-shutdown software.	12. Integrated rackmount UPS with auto-shutdown software included with each system.
13. No SNMP remote alert capability.	13. MCCT offers optional SNMP Version 1 hardware and software MIBS manager. All parameters on the system (heat, fans, voltages, processes, drives, network connections, etc.) are monitored continuously.
14. No user application generator.	14. Full robust user application generator with GUI interface and the ability to record voice prompts or convert text to speech on the fly.
15. No conferencing operator interface.	15. Full drag and drop web-enabled conference control screen with coach-pupil, muting, record/monitor, lecturing and operator features.
16. No credit card processing.	16. Full credit card processing optional program with auto reporting and batch processing.
17. Little or no in-house test equipment.	17. Over \$ 1 million invested in test equipment and R & D per year.
18. NT based platforms susceptible to internet viruses and hackers.	18. There are no known viruses on MCCT's SCO UNIX or Linux platforms which includes automatic 'unknown user' lockout.
19. Mean-time-between-failure (MTBF) undocumented and unknown.	19. MCCT systems have MTBF of 99.9%; up time is tracked, recorded and documented.
20. No customer service interface.	20. MCCT's optional CSR package is robust, versatile and web-enabled.
21. Limited Call Progress Analysis	21. Extensive Call Progress Analysis with positive voice detection, answering machine detection, SIT tones, busy, no answer, fax and advanced ISDN messaging.
22. Synchronous process call handling. If one process dies, the entire call processing on the machine dies.	22. Asynchronous process call handling; one process for each line. If one line or process stops, the remaining lines on the IVR continue to process calls. The stopped process can be restarted locally or remotely or with user configurable parameters.

MCCT cares about your successful and profitable business.

Down time is lost revenue.

We are there for you 24 hours a day - 7 days a week

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