

About Weston Digital Technologies



'Weston Digital's Symphony™ family of products is the most advanced integrated suite of communications recording, analytics and quality management solutions available today.'

Creating a record of all forms of communication is becoming an imperative for many organisations in both the public and private sectors. Whether it's to meet regulatory compliance, for audit or evidential purposes, or simply for implementing best practice and staff training, many organisations now need an efficient and cost-effective method of capturing, storing, replaying and analysing all forms of customer interactions.

Weston Digital Technologies has been designing and developing multi-media recording, storage and retrieval systems since its foundation in 1996. Today, our solutions are responsible for recording many millions of transactions on a daily basis across a diverse range of clients around the world.

Technology-driven, we remain at the forefront of innovation within our industry. Our AudioNet™ product has long been the leader in voice recording technology and has become synonymous in the industry for quality and technical advancement. Our family of products, Symphony™ enables organisations to capture recordings from multiple analogue and digital media sources to the same medium in real-time; this includes telephony, CCTV/video, screen data and trunked radio. This means that our technology is able to replay multiple recording from any media synchronised to the original timeline. This is a capability unique in our marketplace.

Although we are focused on the technical excellence of our products, we strongly believe that a solution is not just a box. It's important to us therefore that our products are intuitive, cost effective and simple to use; and it's critical that we understand our customers'

requirements in detail so that we can tailor solutions to meet individual needs. We offer a comprehensive range of support services and we are one of few companies in our industry to provide a guaranteed upgrade path. We have a loyal base of customers who like the way we do business.

TAILORED SOLUTIONS

Our products are fully scalable and are equally capable of meeting the recording, retrieval and analytical needs of smaller organisations with several telephone lines and those who have thousands of concurrent multimedia transactions. We cater for clients in both the public and private sector and our solutions are used by some of world's most prestigious and secure organisations including central and local government, global telecom providers, financial institutions and defence organisations.

We have a global presence with headquarters to the south of London that services our European clients. Our other offices are strategically placed to service our other key markets: Sofia, Bulgaria supports Eastern Europe and the Middle East; Bangkok and Hong Kong support Asia Pacific; and New York supports North America.

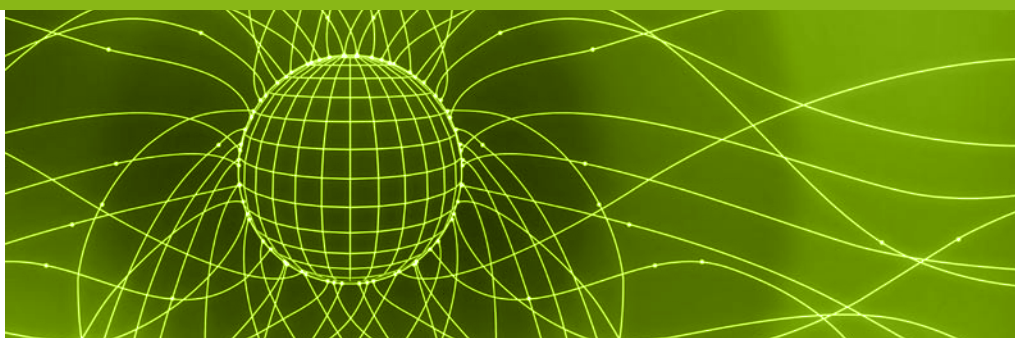


Weston Digital Technologies' Symphony™ family of products has been designed to meet the needs of any company or organisation that wishes to capture transactional information regardless of their line of business. The markets in which Weston Digital Technologies has a strong market presence are as follows:

Contact Centres – Recent years have witnessed a significant increase in the number of contact centres providing customer support across a multitude of markets and services. On a daily basis, many millions of multimedia interactions are made, the majority of which are recorded either to meet regulatory requirements or used for training purposes.

Financial Services – Similarly, banks are increasingly using different media for interacting with their customers. These transactions need to be recorded not only to achieve regulatory compliance, but also to reduce the increasing risk of fraud.

Transportation – Mass transit organisations need recording, analytical and retrieval solutions to enable them to operate as efficiently and safely as possible. This information is used not only for best practice purposes but also as evidence when regulations have been broken.



Public Safety – The emergency services were amongst first users of recording technology. They remain key users, capturing all end-to-end interactions in order to ensure the safety and security of the general public.

Defence – The ever increasing threat to national security and public safety has highlighted the requirement for sophisticated recording, monitoring and surveillance solutions.

WHY WESTON DIGITAL TECHNOLOGIES?

Over the last decade, Weston Digital Technologies has firmly established itself as one of the world's leading providers of voice, video and data recording solutions. Our innovative mix of products and market-leading support means that companies choosing our solutions will benefit in the following ways:

- **Technology** – our products have built a reputation for being both innovative and functionally rich. Our Symphony™ family of products provides functionality that is unique in the marketplace
- **Can-do attitude** – we have a positive approach to problem solving that permeates all aspects of our business

- **Software that fits** – we acknowledge that each client is different and we will work with you to ensure a non-disruptive, seamless implementation and an ongoing smooth operation that fully meets the requirements of your business
- **Partnering** – we view our relationships with our customers as long-term partnerships and we tailor our solutions to constantly simplify operations, ease usability and support growth
- **Commitment to service** – our customers appreciate the range and quality of support services that are available to them. We always supply our products with a guaranteed upgrade path
- **Vision for the future** – nobody understands where our industry is going better than us and this makes us confident we can remain one step ahead of the competition.

The whole team at Weston Digital Technologies is focused on making a real difference through the excellence of our products and our outstanding levels of service.

Contact us to see how we can make a **real difference** to your business.

CONTACT INFORMATION

For more information, please contact:

Weston Digital Technologies Ltd.
Atlantic House
Jengers Mead
Billingshurst
West Sussex
RH14 9PB, United Kingdom

Telephone: +44 (0)1403 783344
Fax: +44 (0)1403 785688
Email: sales@westondigital.com
Web: www.westondigital.com

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