

DiRAD Technologies

Company Overview



The Company



- Founded in 1984 with the DiRAD name taken from “Digital Radio”
- Headquartered in Clifton Park, NY with a national reach
- Acquired by long-time management in 2014
- Serves primarily government and some large business
- Evolution from on-air programming > voicemail > Interactive Voice Response (IVR) > Contact Centers and IP Communications

Select DiRAD Customers



Technology Offerings

Technology



Products Offered

Contact Center, hosted and on-premise

Interactive Voice Response (IVR)

Enterprise Hosted IP/PBX

Outbound Notification

Cloud Platform

IP Telephones

VoIP Gateways & Hardware

Servers, Workstations

Interactive Intelligence, ConnectRT, PureCloud

DiRAD SpeechRT, Interactive Intelligence

DiRAD ConnectRT, Skype For Business, PureCloud

DiRAD AlertRT

Microsoft Azure

Polycom

AudioCodes

Dell



Professional Services

- Call Center business process analysis and remediation
- Telecommunications analysis, design, and implementation
- SIP Architecture and Endpoint Support
- Web and Mobile Development
- Project Management
- Professional Training and Documentation
- Product Fulfillment
- 24/7 Technical Support

Core Competencies

- As a small company, the ability to implement projects of considerable complexity and scale while mitigating the costs, bureaucracy, and lead time that would define most larger companies.
- Expertise in “creative integration”, where government and third-party IT systems and policies raise a unique challenge when integrating with external applications. DiRAD finds ways to utilize back-end data sources while maintaining compliance and security.
- Using pragmatism to solve problems and provide solutions, rather than thinking in terms of revenue. DiRAD is not profit-driven as much as it is driven by customer satisfaction.

Product Spotlight: Interactive Intelligence CIC

- DiRAD is a Gold Partner, since 2000
- Experience with complex CIC rollouts
- Deep skillset in handler development
- Custom integrations to back-end data sources
- CIC hosting, support and onsite user adoption
- PureCloud Implementation and API development

Customer Interaction Center is a unique all-in-one customer engagement solution built to support omnichannel customer service.



Integration Examples:

- *Legacy AS/400* integration for very large university system
- *DB2* integration for multiple government agencies
- *Oracle* access via ODBC, Web Services for large government child welfare agency
- *JBoss* Web Services integration to proprietary payment systems
- *EntireX* integration for large government services agency

Product Spotlight: DiRAD SpeechRT

- SpeechRT is DiRAD's IVR platform
- Based on Microsoft UCMA (currently 5.0)
- Leverages Microsoft Speech SDK
- Web and Mobile interfaces
- Integrates with DiRAD ConnectRT to provide virtual contact center features with no need for a PBX or capital investment

SpeechRT is available as a hosted or on-premises solution.

Using the Microsoft Speech Platform to develop IVR software allows DiRAD to leverage all the benefits of the Microsoft communications ecosystem. This includes new and future capabilities like Artificial Intelligence and natural language recognition, and integration into any future Microsoft technologies.



Product Spotlight: DiRAD ConnectRT

- ConnectRT is DiRAD's Enterprise Hosted IP/PBX Platform
- Carrier-Class soft switch with High-Availability and Geographic redundancy
- Integrates with SpeechRT to provide extension transfers to virtual agents at remote locations
- WebRTC technology for browser-based voice and video
- DiRAD's sales model for ConnectRT is to provide hands-on deployment services from DiRAD staff, to customers with unique needs that cannot be fulfilled by typical carriers*

ConnectRT is a multi-tenant solution that can scale to thousands of users.



**Such as significant customization, complex IVR integration, dedicated network resources, short-term engagements, proofs of concept, and other special needs.*

Product Spotlight: DiRAD AlertRT

- AlertRT is DiRAD's Outbound Notification Platform
- Available as a hosted or premise-based solution
- Originally designed to alert employees in large city agencies, AlertRT is fully customizable
- Sends SMS, voice, email, and custom notifications
- Integrates with most back-end systems including Active Directory for user endpoints
- Includes overtime notification capabilities to fill work slots

AlertRT is built using Microsoft .NET, providing unlimited extensibility and future capabilities.

Alert^{RT}

