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Vertical Communications Announces Availability of ViewPoint Mobile

Industry's First Full-Featured Native Mobile Application Delivers Comprehensive Enterprise Communications Functionality to Smartphones and Tablets

Santa Clara, CA, May 16, 2012—Vertical Communications, a leading provider of business communications solutions, today announced the general availability of its ViewPoint Mobile application. Through this solution, businesses and users have reliable and seamless mobile access to all premise-based enterprise communications services and tools, including unified communications, collaboration, presence management, call recording, telephony and market-specific applications. ViewPoint Mobile is currently available for devices that run iOS version 4.3 or greater. An Android version of ViewPoint Mobile is expected to be released later this year.

"We believe the release of ViewPoint Mobile represents a significant milestone in the evolution of business communications," said Peter Bailey, chief executive officer of Vertical. "As organizations of all sizes continue to rely on geographically dispersed offices and mobile workers, there is a significant need to ensure that all staff have ready access to mission-critical features and business tools, whether they are in the office or out in the field. ViewPoint Mobile is an all-in-one solution that meets these evolving business requirements by extending powerful premise-based communications services and features to smartphones and tablets. Most importantly, ViewPoint Mobile is built right into Vertical's core Wave IP platform, giving customers the ability to automatically leverage advanced mobility capabilities when they're ready or need to do so, without having to invest in any additional hardware or software."

ViewPoint Mobile offers a full array of premise-based unified communications, telephony, collaboration and business-specific functions to mobile users, including:

- Embedded presence management
- Access to Apple iOS contacts without leaving ViewPoint Mobile
- "One tap" call transfer, hold and conferencing
- Instant Messaging through Vertical's embedded IM server
- Voice mail Interface
- Built-in call log
- Embedded call recording
- Specific inbound/outbound DID number that is separate from personal numbers

Integrated directly into Vertical's flagship Wave IP communications platform, ViewPoint Mobile gives customers a low-cost and manageable vehicle to extend rich communications solutions throughout and beyond the enterprise in a manner that best fits their specific requirements. Through Vertical's inclusive licensing program, enterprises have the option to enable the mobility features whenever they choose, without having to incur the expense and disruption of acquiring and deploying additional hardware or software.

According to Shane Massey, network system administrator and support specialist for Improve Group, a network storage technologies provider based in Albuquerque, New Mexico, ViewPoint Mobile is already having a profound impact on the company's operations and efficiency.

"Our sales people out on the field are absolutely thrilled with this technology," he explained. "The fact that their iPhones and iPads serve as extensions of our office phone system gives them the confidence that they'll not just receive important client calls, but can also easily access key applications and features within our system. In addition, every outbound call initiated through ViewPoint Mobile includes Improve Group's caller ID, further enhancing the transparency and professionalism of the organization."

"Vertical Communications has a well-deserved reputation for delivering powerful and innovative communications technologies that can be easily accessed by customers," said Robert Arnold, program manager for Frost & Sullivan's unified communications and collaboration practice. "ViewPoint Mobile continues this heritage by giving businesses a very attractive, practical and cost-effective vehicle to extend rich communications functionalities to all users across the enterprise. The functionality, flexibility and value that's inherent in ViewPoint Mobile should resonate with businesses who need to maintain efficient communications with remote and mobile workforces."

About Vertical Communications

Vertical Communications, Inc. is a unified communications (UC) and IP telephony solutions provider for business-to-business communications. Vertical's business communications systems provide the enterprise-class functionality necessary to deliver seamless connectivity, collaboration and mobility through smart, powerful telephony and voice applications that are simple to deploy and use while substantially reducing operating costs. With more than 200,000 customers across all industries, Vertical solutions are distributed through a network of more than 3,000 authorized dealers throughout North America and in Europe. For more information, visit www.vertical.com.

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