Case Study: **Telecom Solutions Provider Finds Reliable, Long-Standing Partnership with PIKA**

Since 1996, Globitel has provided telecom operators, governments and financial institutions with a range of advanced telecommunications applications including call recording, call quality monitoring and speech recognition solutions. Globitel's solutions allow organizations to log and audit calls and offer round-the-clock information and services to their customers and stakeholders through interactive voice response (IVR) technology.

A key component of Globitel solutions involves the ability to record and monitor calls over both analog and digital trunk lines. The company began an ongoing partnership with PIKA Technologies, developer of Globitel's voice logging boards, that continues to this day. A trusted supplier to Globitel, PIKA has helped the company bring its next generation telecom solutions to market through a relationship that has benefited both companies.

Globitel first learned of PIKA while searching for a hardware platform capable of supporting its new offerings. "An earlier version of our product had certain limitations due to the previous hardware we were using," explains Sharif Nabulsi, General Manager for Globitel Jordan. "So, we started looking for alternative hardware and PIKA was what we decided on after checking the available options on the market."

Globitel evaluated a total of four options before choosing the PIKA Technologies platform as its hardware of choice, citing feature richness, reliability and top-notch technical support as reasons for the selection.

Customer: Globitel, a system integrator located in Jordan, develops logging systems for use in call centers, government agencies, and by carriers.

Challenge: To provide fast, reliable call monitoring and recording solutions to customers.

Solution: PIKA Daytona and PrimeNet for call recording and monitoring analog and digital trunk lines.

Benefits: Feature-rich, high reliability boards and exceptional technical support lead to excellent value for Globitel customers and a market-leading product.

PIKA TECHNOLOGIES INC.

"We felt that the PIKA Daytona and PIKA PrimeNet boards were the best options out there for our call recording and monitoring products," says Nabulsi. "We saw that the PIKA boards had the features we needed to develop our applications, and the company's favourable terms and conditions were very attractive to us. We also received excellent technical support from their staff, and that was an added bonus."

Working with PIKA since 2000, Globitel now has products based on PIKA boards in place at more than 800 customer sites.

"PIKA boards have proven to be very reliable over the years, and their flexibility has allowed us to use them in a variety of applications." notes Nabulsi. "We've used them in our recording, monitoring, IVR, fax and switching applications and they've performed well every time."

Since standardizing its product line on the PIKA platform, Globitel's product line has become the most popular recording product in its region. "We have a successful product that is reliable and provides good value for our customers," says Nabulsi. "In our business, reliability is crucial, and we've continued working with PIKA because its boards provide us with the consistent performance we need."

Maarten Kronenburg, EMEA Commercial Manager at PIKA Technologies, values his company's alliance with Globitel. "We're proud to have Globitel as an application partner and we feel it's a win-win relationship for both companies. We help Globitel stay on top of the latest innovations in hardware and software subsystem technologies, and they help extend the reach of our platform into the growing Middle Eastern telecom market."

Nabulsi also credits the close working relationship between the two companies as a leading contributor to his product's success. "PIKA is a reliable partner we've been working with for years, and we plan to keep that strong relationship in place going forward."

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About PIKA Technolgies

PIKA Technologies designs and manufactures computer plug in voice cards and software that connect a computer system to both TDM- and IP-based networks to provide advanced voice services. For almost two decades PIKA Technologies has been serving companies around the world that require voice cards to design sophisticated phone services for recording systems, voice services applications, and PC-PBX systems. The company has built a reputation for delivering innovative products and exceptional technical support by working closely with its customers. Headquartered in Ottawa, ON, Canada, the company has ranked in The Branham300, an authoritative ranking of successful Canadian high tech firms, for four consecutive years. Visit www.pikatechnologies.com or call +1-613-591-1555 for more information.

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