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Vertical Communications Guarantees Cloud Call Quality with Telchemy's Voice Quality Monitoring (VQM) Application

Vertical Communications and Telchemy mitigate and resolve cloud call quality issues through advanced VQM.

Santa Clara, CA, April 26, 2018 - Vertical Communications®, a leading provider of business communications solutions, has partnered with Telchemy, the industry's leading provider of VoIP performance management technology, to ensure call quality for their One Vertical solutions through Voice Quality Monitoring (VQM). Proactive monitoring has been applied to both Vertical's premise-based solutions and to their Vertical Cloud Solution, iPECS Cloud. The VQM application allows every iPECS Cloud call to be tested and analyzed in real time, guaranteeing call quality for iPECS Cloud customers.

VQM is advanced VoIP performance monitoring used to mitigate and resolve issues before they become catastrophic. While VQM is usually conducted using either passive monitoring or active testing, Telchemy's innovative approach combines both methods to guarantee call quality. Vertical's VQM solution constantly monitors the ability of the network to reliably carry VoIP traffic and performs live analysis of call quality, ensuring that Vertical customers experience the best call quality available.

Vertical has implemented proactive monitoring and reporting on their calls with VQM in an effort to ensure that excellent call quality is maintained and guarantee that their service is consistently reliable. "At Vertical Communications, our goal is to provide consistently high-quality communications services, without stress to the customer," said Vertical Communications CEO, Peter Bailey.

Vertical's application of VQM ensures that end users can experience worry-free cloud service, knowing that any quality issues that may occur are addressed before they even know they're happening. Vertical relies upon the accurate and extensive metrics obtained from monitoring tools, which extend all the way to the end user's phone to provide immediate and actionable information that can be used to proactively diagnose and remedy call quality issues. Vertical Communications uses Telchemy's technology to ensure the reliability of voice quality for their entire iPECS solution family.

For more information about Vertical's cloud and hybrid communications solutions, visit www.vertical.com, or call 1-877-VERTICAL.

About Vertical Communications

Vertical Communications, Inc. is a leading provider of communications platforms and applications that enable critical business workflows for enterprises across a variety of industries including retail, automotive, health care and hospitality. Our cloud and hybrid voice, WebRTC, mobility, messaging and collaboration solutions help some of the world's most successful companies improve efficiencies in daily operations, drive sales and deliver a superior customer experience. Vertical's award-winning products and solutions, combined with our highly customer-focused engagement model, make us a strategic partner for businesses looking to transform their operations with communications technology. For more information about Vertical Communications and our complete line of products built for How We Work Today, visit www.vertical.com.

About Telchemy

Telchemy® is the global leader in Voice and Video over IP performance management technology, embedded analytics and multimedia IoT with its VQmon®, DVQattest®, SQprobe® and SQmediator® families of service quality monitoring and analysis products. Telchemy has led the use of embedded software probe technology and the application of big data and analytics for VoIP performance management, and is positioned to be a leading provider of voice and video performance monitoring technology for the emerging SDN and IoT markets. Founded in 1999, the company has products deployed worldwide and markets its technology both directly and through many leading networking, test and management product companies.

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