

## About Zeacom

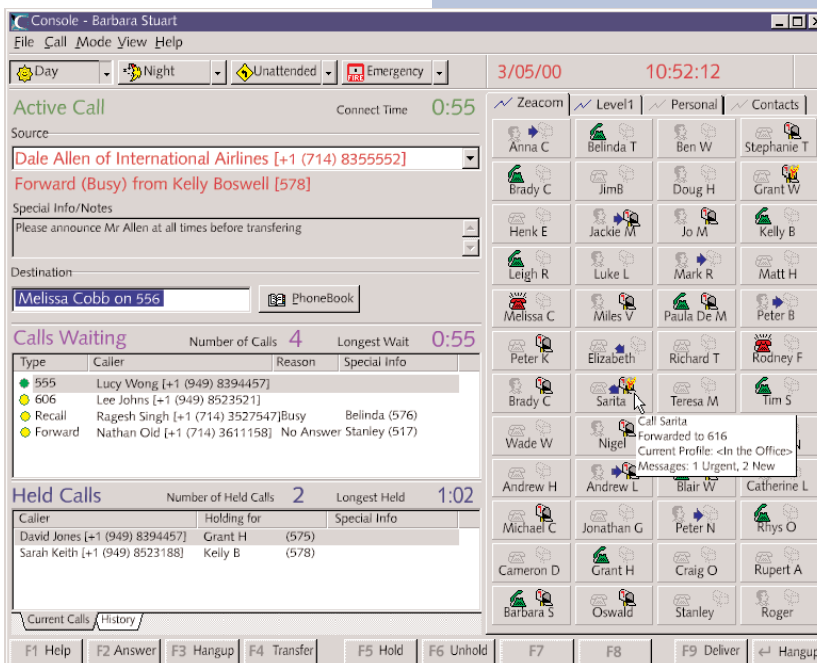
Now with offices in North America, New Zealand, Australia, and the UK, Zeacom is a leading provider of call center and enterprise messaging software solutions. Established in 1994, Zeacom serves more than 1,700 customers in 18 countries.



**Company:** Zeacom  
**Industry:** Telephony  
**Requirements:** Flexible technology and licensing to give customers an array of options

Zeacom's extensive knowledge of and experience with PABX and PSTN networks, Voicemail, and LAN environments has positioned it well to take advantage of the latest developments in CTI based technologies. Its integrated "off the shelf" solutions maximize the operation performance and productivity of all employees whether they are in a Contact Center or part of an organization's wider telephony environment.

Recognizing that its continued success is dependent on a strong Research and Development focus, Zeacom has invested heavily in this area. With an R&D team of more than 20, it is constantly enhancing the functionality and breadth of its product range to take advantage of the latest advances in Internet and multimedia based technologies.



## Application Overview

In order to meet the needs of small to medium sized Contact Centers (10 – 200 seats), Zeacom developed its flagship product Q-Master™. This Windows-based CTI solution utilizes an Intelligent Call Delivery (ICD) matrix to maximize the Contact Centers' operational performance while enhancing customer service levels.

Installed in more than 1,700 Contact Centers throughout Australia, New Zealand, the UK, United States and Asia, Q-Master represents an affordable solution that enables small and medium sized businesses to access a level of functionality they couldn't otherwise afford.

Q-Master has been exclusively selected by NEC in the U.S.,

Australia, and Asia as their preferred Contact Center offering and is sold, installed and supported regionally under the NEC Q-Master brand name. In New Zealand and the United States, Zeacom is actively involved in the market, distributing the technology via regional reseller networks under the Zeacom ContactCenter brand.

Corus™, Zeacom's Enterprise Messaging application, is specifically designed to manage all telephony communications in a single unified messaging environment. Corus modules include Console, Desktop, Voicemail, Fax and Inbox; each one offering advanced call-handling options. With easy to use graphical user interfaces and clever caller recognition devices, Corus modules can work independently or can be integrated to form a complete call



management solution. Corus also works extremely well as a complement to the Q-Master system.

## FairCom and Zeacom

Zeacom's Q-Master and Corus are sophisticated computer telephony applications. With these solutions installed in a call center, managers can adjust call patterns, set skill-based routing profiles, and assign agents to multiple queues. Sophisticated solutions of this nature put significant demands on the underlying database. Hence, Zeacom needed a file management solution that could deliver superior performance and reliability under heavy loads without imposing significant hardware overhead.

Zeacom engineers originally used FairCom's standalone operational model to satisfy the needs of their applications. As these applications evolved, the complexity and performance demands increased as well. These demands dictated a more robust solution, so Zeacom moved to FairCom's c-tree Server and c-treeSQL Server. This technology delivered the performance they needed without sacrificing stability or demanding significant hardware overhead. FairCom's technology has always been highly regarded in the telephony industry, and with the responsiveness of FairCom support staff and commitment to excellence, Zeacom is assured a superior solution.

## The Details

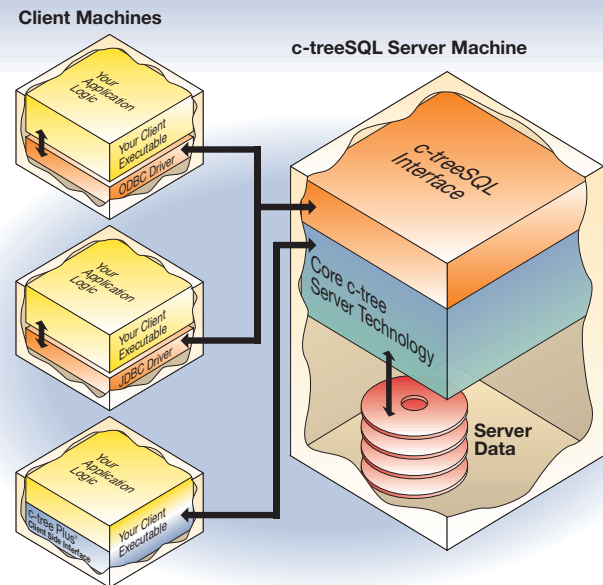
Zeacom was confident in selecting FairCom as a database partner because of both the technology and the company behind that technology. The technology was a good fit for Zeacom because it matched the direction of their development work. Specifically, the performance of

c-tree Plus was reliable and predictable, and it suited the real-time nature of the Zeacom application. FairCom's technology was also very portable, allowing Zeacom to easily support a variety of platforms.

FairCom had a clear commitment to excellence that was evident in the technology and the way they conducted business. The

responsiveness of FairCom's technical team as they worked through technical issues was matched by the responsiveness of the company's business team to develop a licensing structure that matched Zeacom's business model. This level of service is the driving force behind why Zeacom has remained a committed FairCom partner for over 10 years.

## c-treeSQL Server Technology



The c-treeSQL Server provides a high performance SQL interface into the proven core of the c-tree Server. Tailored for high volume production environments, the c-treeSQL Server includes optimizations such as sophisticated query rewrite techniques to improve nested query performance and join-order optimization to improve performance of queries joining many tables. The c-treeSQL Server extensively caches and buffers information for maximum transaction and query throughput.

Because the c-treeSQL Server is built on the same core

technology of the c-tree Server, you get all of the performance and features that distinguish the c-tree Server with the additional benefits of a functionally-complete SQL interface compatible with SQL-92, ODBC 3.0 and JDBC 1.2 standards.

FairCom offers both a c-treeSQL Server and a c-treeSQL Server Java Edition. The c-treeSQL Server provides embedded SQL and interactive SQL utilities and an ODBC driver. The c-treeSQL Server Java Edition adds a JDBC driver and support for stored procedures and triggers.

For more information about Zeacom, visit [www.zeacom.net](http://www.zeacom.net)