



New York



London



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Kharkov



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Telecommunications

DataArt is a leading provider of high-end software outsourcing services, specializing in enterprise application development, system integration and business automation tools, with industry-specific software expertise in financial, educational, telecom, and media sectors.

Headquartered in New York City, DataArt runs R&D centers in St. Petersburg and Voronezh, Russia, in Kharkov and Kherson (Ukraine) and maintains offices throughout the U.S. and in London, UK. In 2006-2007, DataArt was named one of the world's top emerging outsourcing providers by BusinessWeek, by CMP's Global Services 100 and by International Association of Outsourcing Professionals.

DataArt offers technology expertise in two areas of Telecommunication Systems Industry: Computer Telephony (CT) and Network Analysis and Monitoring.

DataArt's advanced experience spans from developing network performance analysis systems and telephony network testing systems to embedded, configuration and terminal software for PBXs; telephony API providers; call centers and telecommunication systems integration.

DataArt's customers in the Telecom Systems are Motorola (www.motorola.com), Spirent Communications Inc. (www.spirentcom.com), Network Physics (www.networkphysics.com) and one of the world's largest telecommunications equipment manufacturers, among others. DataArt was involved in many weighty telecom projects, including development, enhancement and maintenance of the customer's telecom products.

DataArt has expertise in the following telecommunication solutions and technologies:

Computer Telephony

Integrated Solutions

- Telephony network test systems
 - Development of test calls traffic configuration for various Analog, TDM and IP protocols (CAS, ISDN PRI and BRI, SIP, H.323, etc.), including erroneous behavior
 - System performance analysis
 - Billing chain verification system
 - Online network status monitoring
 - Sophisticated system of results and statistics representation
- Software components of integrated communication platform
 - Operator's Smart Terminal
 - PBX Configurator
 - Online status monitoring, statistics
 - Development/integration of CRM and ERP modules
- Call Center
 - ACD with flexible routing procedures
 - IVR
 - Online status monitoring, statistics, reporting
 - Voice recording
 - Various operator roles and rights
 - Outgoing access (including massive outgoing calls, predictive dialing)
 - Integration with existing communication platforms (PBX, Telephony Cards, Soft Switch.)
 - Integration with related SW systems (CRM, ERP, Telemarketing, Polling, etc.)

New York (Head Office)	London	St. Petersburg	Voronezh	Kharkov	Kherson
DataArt 475 Park Avenue South New York, NY 10016 USA Tel: +1 (212) 378-4108 New-York@dataart.com	London DataArt 3 Fleet Street London, EC4Y 1DP United Kingdom Tel: +44 (0) 20 7099 9464 UK-Sales@dataart.com	DataArt, Eastern Europe 60A Bolshoi Sampsonievski St. Petersburg, 194044 Russia Tel: +7 (812) 333-4440 Russia@dataart.com	DataArt, Voronezh 2 Pogranichnaya Ave. Voronezh, 394030 Russia Tel: +7 (4732) 610-272 Russia@dataart.com	DataArt, Kharkov 7/8 Vosstania Sq. Kharkov, 61050 Ukraine Tel: +380 (57) 766-7283 Ukraine@dataart.com	DataArt, Kherson 53 Sakko & Vanzetti Str. Kherson, 73000 Ukraine Tel: +380 (552) 342-119 Ukraine@dataart.com



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Components

DataArt engineers developed custom software components for communication platforms to meet customer's specific requirements

- Telephony API providers (including distributed network solutions)
 - Implementation of vendor-specific telephony protocol extensions
 - Integration with vendor-specific frameworks
 - Development for distributed network solutions
- VoIP traffic analyzer (SIP, SIP-T)

Telecommunication Network Monitoring

Network Performance Analysis Systems

DataArt assisted one of its clients, an expert in Network Application Management, in developing its main product - Network Performance Analysis System, which featured the following elements:

- Online network status monitoring
- Problem nodes detection
- Failure prediction
- Statistics and reporting
- User Web interface integration

xDSL Analysis and Diagnostics Software

Development of the distributed systems for xDSL lines testing and analysis.

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