



NEWS RELEASE

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FOR IMMEDIATE RELEASE

Veramark Solution Now Rated “Avaya Compliant”

VeraSMART eCAS Call Accounting application is compatible with key Internet protocol (IP) telephony solutions

PITTSFORD, N.Y., December 2, 2009 – Veramark Technologies, Inc. (VERA.OB) a leading telecom expense management provider, today announced that its VeraSMART® eCAS® Call Accounting solution is compliant with key Internet Protocol (IP) telephony solutions from Avaya, a leading global provider of business communications applications, systems and services.

The VeraSMART eCAS Call Accounting application helps businesses gain control over their telecom activity, reduce costs, and improve productivity. Compatible with TDM, IP or hybrid networks, VeraSMART eCAS makes it easy to collect, analyze, and report on call activity and expenses, providing the data necessary to make informed business decisions. The application now is compliance-tested by Avaya for compatibility with Avaya Aura™ Session Manager.

“Veramark® has been an OEM provider to Avaya since 1984, and we have been working directly with their engineers ever since to produce superior call accounting products with broad appeal and powerful functionality,” said Tony Mazzullo, Veramark president and chief executive officer. “Our customers appreciate the fact that VeraSMART software is fully compatible with their Avaya environment - - an open, standard-based platform that allows them to easily incorporate new and innovative technologies, including ours.”

Veramark is a member of the Avaya DevConnect program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company’s investment in its network.

As a Gold member of the program, Veramark is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab in Basking Ridge, N.J. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-class capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

“Companies like Veramark are expanding the choices available to Avaya customers,” said Eric Rossman, vice president, Developer Relations, Avaya. “With a broad selection of standards-based solutions that are compliance-tested for interoperability, businesses can use communications strategically in their operations and make critical information readily available to both clients and employees.”

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com. For more information on the Avaya DevConnect program, visit www.avaya.com/devconnect.

About Veramark Technologies, Inc.

Veramark is a leading provider of innovative enterprise solutions for telecom and IT expense and performance management. Veramark solutions provide visibility into operational expenses and generate actionable business intelligence to help organizations reduce spend and optimize business processes. Veramark solutions, which include software and services for [Telecom Expense Management](#) (TEM) and [Business Process Outsourcing](#) (BPO), enable best practices for managing complex unified communications networks on a global scale. For more information, visit www.veramark.com.

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