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The CTI World Golden Awards Celebrate Canadian Achievements and Excellence



It gives me a great pleasure to present you with this commemorative edition of the CTI World Magazine. This special issue is dedicated to those individuals, end user organizations and suppliers who received the CTI World Golden Awards. It highlights their achievements and the contribution of the Canadian telecom industry to the advancement of our global industry.

The CTI World Golden Awards were presented at a Gala Dinner that was held on Tuesday, May 4th during the CTI World '99 event in celebration of the 10th anniversary of the CTI World Show in Canada.

The CTI World Golden Awards are designed to showcase, celebrate and reflect the growth of the Canadian CTI and Call centre industries by recognizing achievement, innovation and excellence. The awards pay special tribute to end users and suppliers, products and services, and leaders and pioneers that have contributed to the ongoing advancement of the Canadian industry. Their purpose is to encourage innovation within the Canadian CTI industry that continues to deliver world class solutions that play pivotal roles in shaping technology trends around the world.

The CTI World Golden Awards are honorary awards. The Awards Committee established specific selection criteria for each award and evaluated each entry application, on its own merit, against those criteria. In general, the criteria included items such as: leadership, innovation, technological benefits, ROI, success of technology implementation, end user satisfaction, and type of market presence in Canada (nominated products and/or services must have been available in Canada prior to January 1st, 1999 to qualify).

The CTI World Golden Awards span the entire Canadian CTI industry. A total of 30 prestigious awards were presented in four different categories:

- A. **Canadian End User Innovation Awards** were presented to end-user organizations that have developed unique integrated Multimedia CTI Applications that use interoperability between various multi-vendor technologies.
- B. **Most Influential People Awards** honoured individuals who have pioneered and paved the path for the Canadian CTI Industry, who are currently leading the Industry or who have, behind the scenes, contributed significantly to the industry.
- C. **Solutions & Services Excellence Awards** recognize excellence in the provision of services and solutions by Canadian Organizations to the CTI marketplace.
- D. **Technology Innovation & Product Excellence Awards** pay tribute to the manufacturers and developers of innovative Hardware and Software Products.

Honourable Mention was given to those products that did not receive awards simply because they were unavailable in the Canadian marketplace before January 1st, 1999.

I trust that you will find this publication to be of great value and an excellent reference tool.

On behalf of VoicePower and the awards recipients, I would like to thank the awards committee for their dedication and contribution to the success of this event.

Jacob Gordon
Chairman, CTI World

CTI WORLD '99 IN REVIEW

CTI World '99 marked the tenth anniversary of Canada's Computer Telephone Integration Show. The conference featured more than 50 renowned speakers and leading industry experts who provided our attendees with a comprehensive educational experience. The highlight of this year's event was the first annual *CTI World Golden Awards Ceremony*. The ceremony was designed to honour those people, services and products that have made significant contributions to the evolution of the Canadian CTI and Call Centre industries.

Delegates were invited to participate in four summits this year: CTI & CT Multimedia, Call Centre, IP Telephony, and e-Commerce. Each had a series of sessions designed to provide attendees with the most up-to-date information available. Each summit began with an introductory Tutorial intended to provide delegates with the conceptual and technological fundamentals of these rapidly changing industries.

The Conference was expanded this year to include four special business oriented workshops for business executives, small business, and service providers, as well as two powerful Breakfast Sessions geared towards the vendor, developer, reseller and system integrator communities.

This year's conference was pleased to welcome a very distinguished group of Keynote Speakers. Speakers from Bell, Dialogic Corporation, Hewlett-Packard, IBM, Microsoft, NORTEL Networks and Oracle Corporation delivered presentations about topics such as converging technologies, creating a competitive advantage with internet-based call centres, the world of unprecedented choice and change that companies are presented with today, and more.





The Conference summits went hand in hand with **Site Tours**, a new feature in our program this year. The tours added practical experience to our seminars by offering four guided site tours to some of the most advanced and innovative CTI and Call Centre sites in Canada. Delegates were able to see real life applications of the latest technologies.

An exciting Opening Ceremony on Tuesday May 4th, introduced this year's Exhibit Hall. Joining Jacob Gordon, Chairman, CTI World, at the ceremony were: John Wetmore, President, IBM Canada, John Myers, VP and GM, Nortel Networks, and David Rumer, Director of Marketing, Oracle Canada. **CTI World '99** was pleased to present an Exhibition floor twice the size of the year before! This allowed us to accommodate an increased number of exhibitors. Also on the Exhibit floor were our new Amazing Solution Showcases that featured success stories and case studies from 10 separate vertical markets. Each Showcase focussed a different market such as banking, insurance, manufacturing, publishing, utilities, healthcare, government, hospitality, and transportation. Each presentation outlined the particular problems they faced, where they were and where they wanted to be, how they got there and what the payoff was, once they arrived.

For the second year in row, a special CTI World Conference Program CD ROM was distributed to all the speakers and conference delegates. The Awards recipients also received a video of *The 1999 CTI World Golden Awards Ceremony*.

We hope that you found this year's event to be of great benefit and we look forward to seeing you at CTI World 2000!



The CTI World Awards Committee is pleased to present the 1999 CTI World Golden Awards recipients. They were honoured in a special awards ceremony that was held on Tuesday, May 4th during the CTI World '99 event, in celebration of the 10th anniversary of the CTI World Show in Canada. This Commemorative Issue provides editorial coverage of many of the award recipients.



CANADIAN END USER INNOVATION AWARDS

The Early Canadian CTI Adopter of the Year Award

Pepsi Bottling Group Canada

The Innovative Canadian Inbound Call Centre of the Year Award

Apotex, Inc.

Ontario Hydro

Seagate Software

Symantec Corporation



MOST INFLUENTIAL PEOPLE AWARDS

The Canadian CTI Pioneer Award

Mandle Cheung, President & CEO, Computer Talk Technology

Bachir Halimi, President, MediaSoft Telecom

Bob Morgan, VP, ecommerce+ (formerly CallPro Canada)

Mohammad Nezarati, Founder, Esna Technologies

Denis Van Decker, Senior Manager, Cogent Professional Services, NORTEL Networks

The Canadian CTI Leadership Award

Ken Barr, President, BCS, Lucent Technologies

Ken Harrison, VP & GM of Sales, Williams WilTel Communications Canada

Pauline Lacroix, AVP Marketing, Bell Canada Gateways

Francois Rainville, President, PRIMA

Don Stewart, VP & GM, BCS, NEC Canada

Rob Woods, Manager, Architecture & Strategy, IBM Canada Ltd.

The Canadian CTI Industry Appreciation Award

Cynthia Byerlay, CCMA - Canada

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SOLUTIONS AND SERVICES EXCELLENCE AWARDS

The CTI Distributor of the Year Award

ecommerce+ (formerly CallPro Canada)

The Entrepreneurial CTI Consultancy of the Year Award

Connectivity Managed Network Services

The Call Centre System Integrator of the Year Award

PRIMA

The Call Centre Service Provider of the Year Award

Connectivity Managed Network Services



TECHNOLOGY INNOVATION AND PRODUCT EXCELLENCE AWARDS

The CTI Enabler Product of the Year Award

CT CONNECT 3.0, Dialogic CT Division

The Unified Messaging Product of the Year Award

OCTEL UNIFIED MESSENGER FOR MICROSOFT EXCHANGE, Lucent Technologies Canada

The CTI Product of the Year Award

ASPECT CTI SYSTEM, Aspect Telecommunications

SYMPOSIUM AGENT 1.1, NORTEL Networks

The Call Centre Product of the Year Award

INTELLIGENT CALL EXCHANGE - ICE, Computer Talk Technology

netCALL CENTRE, IBM Canada Ltd

The Customer Relationship Enhancement Product of the Year Award

CUSTOMER RELATIONSHIP MANAGEMENT SUITE, Aspect Telecommunications

The Speech Technology Product of the Year Award

THE LIAISON SPEECH PORTAL, Locus Dialogue

The IVR Product of the Year Award

OPUS MAESTRO, PRIMA

HONOURABLE MENTION

CallPilot, Nortel Networks

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The CTI World Golden Awards Committee



Yves Chabot

Yves Chabot has been acting as telecom consultant since 1981. His company, SCC INTERactif, supports the efforts of a select group of companies who want to get ahead of their competition by integrating the necessary telecom tools and services to their business strategy. SCC's total independence assures its corporate customers of the mandatory impartiality in establishing the different strategies, addressing the corporate objectives and their customers needs.



Glenn Gray

Glenn is the President of Graycom Analysis, a company that specializes in consulting services for the planning, acquisition and management of telecommunications and information systems and networks. Glenn has a wide range of call centre experience including government, utilities, healthcare, parts and distribution, travel and airline industries. He is a speaker at industry conferences and sits on call centre advisory councils to both Nortel and Lucent Technologies.

Glenn has 25 years of experience in telecom and I/T. Glenn also holds a Bachelor of Electrical Engineering from McMaster University and a Master of Business Administration from York University. He is a member of the A.P.E.O and I.E.E.E and is a director of the CTCA (Canadian Telecommunications Consultants Association)



Ron Kawchuk

Ron is the President of the Canadian Association of Internet Providers (CAIP). He has held that position for the past three years building the organization from its initial 12 members to its current size of nearly 150 ISP and affiliate members. CAIP members provide over 85% of the Internet services in Canada. Over his extensive career, Ron has pioneered and helped shape several Canadian telecommunications industry innovations. These include Digital Broadband

services, electronic mail, network outsourcing, sharing/resale, voice/data integration, local services pricing, and Internet access services. He has over 30 years of telecommunications industry experience with both large end-user and vendor environments, having worked at IBM, Bell Canada, BNR Inc, Unitel and ISM. Ron holds a B.Sc.(Hons) from the University of Manitoba.



Dolly Konzelmann

Dolly Konzelmann, Director of Customer Service, joined the Law Society in early 1999. Dolly's career has included successes in such diverse fields as finance and industrial engineering, in addition to her extensive Customer Service background. A firm believer in Continuous Learning, Dolly's academic credentials include a BA from the University of Toronto and an Honours diploma in Industrial Engineering Management from Mohawk College. Dolly

is President of the Toronto Chapter of the International Customer Service Association (ICSA) and is founder and chair of Women in Networking (WIN). She was recently recognized for her work in promoting the professional development of businesswomen.



Bruce Mottershead

Bruce Mottershead is President of BEMComm Consulting, an independent Management Consulting firm, specializing in Telecommunications. He is a graduate of the University of Waterloo, holding a B.A.Sc. in Electrical Engineering and a M.A.Sc. in Systems Design Engineering and is a Professional Engineer. Bruce founded BEMComm in 1994 and specializes in strategic positioning of telecommunications for medium to large scale corporations and public

sector institutions with specific focus on voice technologies including telephone systems, voice processing, call processing, call centres, CTI and project management.

HONOURABLE MENTION

Nortel Networks CallPilot

Nortel Networks' CallPilot is a customer defined, multimedia communications solution that provides an unparalleled ability to access and manage voice, fax, and e-mail messages. Using leading edge technologies, such as speech recognition, Nortel Networks has redefined the user interface. What can be simpler than to just say "play" or "print"?

Through the use of industry standards, CallPilot cost-effectively provides customers with the benefits of unified messaging by integrating with a wide variety of popular e-mail clients. Advanced call management capabilities that expand the communications options available to an organization are provided through features such as CallPilot Application Builder, an easy to use graphical tool for creating custom voice and fax applications.

CallPilot's powerful design integrates voice and fax mail into a common multimedia mailbox. This makes faxing as private, secure and easy to use as voice mail. CallPilot provides unprecedented flexibility in managing day to day communications. CallPilot provides users with the ability to manage voice and fax messages by simply saying words like "play" or "print" through the telephone. This makes messaging more convenient for people on the go. Users can also play, send and forward voice messages and print and forward fax messages from any telephone in the world using conventional touch-tone commands.

People using personal computers can manage their voice, fax and e-mail messages through a single, familiar "point and click" interface. Voice messages can be played over a telephone or through the PC speakers. Faxes can be viewed on a PC, and sent from a wide range of PC applications.

CallPilot's implementation of Internet standards, such as IMAP (Internet Message Access Protocol), SNMP (Simple Network Management Protocol), VPIM (Voice Profile for Internet Mail) and LDAP (Lightweight Directory Access Protocol), means that customers can easily integrate CallPilot with their existing networks. CallPilot is based on industry standard server technology with Microsoft Windows NT as the operating system.

CallPilot is a revolutionary product offering from a known leader in voice messaging – Nortel Networks. Nortel Networks has produced a product that will change the way people do business.

Nortel Networks and CallPilot – together we are providing our customers with a complete messaging solution. ■