



For Immediate Release

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For dvsAnalytics, Inc.:

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dvsAnalytics Announces Reseller Agreement with BTI Communications Group

Scottsdale, AZ – April 7, 2010: dvsAnalytics, a leading provider of data, video, and speech recording and analytics, announced today a new reseller agreement with BTI Communications Group, Ltd., a provider of unified telecommunications solutions.

Under the agreement, BTI Communications Group will resell dvsAnalytics' Encore™ Technology Suite to organizations that want to improve the productivity of their workforce. BTI Communications Group believes the potential revenue stream generated from reselling Encore is large enough to yield its own inside sales team.

Encore is a comprehensive recording and performance management solution that integrates data, video, and speech to provide users with a 360° view of their contact center's performance. Encore is simple to install and provides an immediate return on investment.

"We are very pleased to sign BTI Communications Group as an Encore reseller," said Kathleen Kelly, President and CEO of dvsAnalytics. "BTI Communications Group's leadership and reputation are excellent and their mission is the same as ours – to provide the marketplace with reliable and affordable solutions that yield results. We foresee a long and mutually beneficial partnership."

"Staffing and quality control are two of the toughest challenges facing contact centers today," said Eric Brackett, CEO of BTI Communications Group. "By partnering with dvsAnalytics, we offer our customers a comprehensive and analytical solution that addresses these challenges and enhances their business. We expect this relationship to enhance our business as well; we are considering hiring an inside sales force dedicated solely to reselling Encore throughout North America."

About dvsAnalytics, Inc.

dvsAnalytics (formerly TDI, Inc.) is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. Its award-winning technology, Encore, brings together voice and screen recording, quality monitoring, performance management, coaching, and reporting into a unified solution for analyzing customer interactions, capture business intelligence, and enhancing the customer experience. For more information, contact Rachel Sauerbrey at 480.538.7744, or visit www.dvsAnalytics.com.

About BTI Communications Group

Since 1985 BTI Communications Group has provided innovative products and customized solutions for telecommunications and data networking. Our goal is to provide our clients what they need for easy access to information and communication the way they want it. For more information, contact BTI Group Communications at 800.HELP.BTI, or visit www.btiigroup.com.