



For Immediate Release

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**dvsAnalytics Announces New Reseller Agreement with
Strategic Products and Services**

Leading Avaya Business Partner to distribute dvsAnalytics' call recording and suite of contact center solutions

Scottsdale, Arizona — August 19, 2010: dvsAnalytics, a leading provider of [call recording](#), [screen recording](#), [quality monitoring](#), and [call center analytics](#), announced today that it has established a reseller agreement with Strategic Products and Services (SPS), a global systems integrator. Beginning in May, SPS began reselling dvsAnalytics' Encore™ Technology Suite to clients worldwide.

SPS specializes in the design, installation and support of converged communication solutions, [contact centers](#), [unified communications](#), [network infrastructure](#) and mobility solutions. dvsAnalytics' comprehensive recording and performance management solutions are now available within the SPS integrated solution portfolio. SPS will position dvsAnalytics' solutions globally to mid-market and enterprise customers across the main vertical markets as a value-added offer to address specific client requirements.

"Like dvsAnalytics, SPS is a very solutions oriented company that understands the requirements and challenges facing organizations today," said Christopher Faulkner, vice president of sales at dvsAnalytics. "We look forward to working together to provide their current users and prospects with a reliable workforce optimization solution that deliver improvements in employee performance, business processes, and customer satisfaction."

"dvsAnalytics has a strong portfolio of quality monitoring and performance management solutions, both of which address critical business issues for specific contact center clients," said Jim Maynard, SPS vice president of sales. "By bundling Encore with our integrated technology offers, we differentiate from the competition and deliver unique solutions that add value for our customers."

About SPS

Strategic Products and Services (SPS) is a global system integrator that designs and implements technology solutions to help customers become more efficient and competitive in their markets. With over 20 years of profitable growth and experience, SPS delivers integrated solutions to clients globally. SPS has offices in over 25 North American cities and is a founding member of the Intelligent Communications Alliance.

SPS is one of Avaya's largest Platinum Certified Business Partners and a leading integrator of voice and data converged solutions. SPS is a Platinum certified Avaya Connect channel partner with the prestigious Service Expert and SME Expert designations. These endorsements from Avaya recognize broad competencies and differentiate SPS as an integration leader.

For the past four consecutive years, SPS was ranked in the top 300 of the VAR500, a listing of the largest information technology (IT) solution providers, integrators, and service companies in North America. Additionally, SPS has earned numerous awards and recognition from their strategic partners. For more information, visit www.spscom.com.

About dvsAnalytics

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 call and screen recording, quality monitoring, performance management, coaching, and reporting into a unified solution for analyzing customer interactions, capturing business intelligence, and enhancing the customer experience. For more information, visit www.dvsAnalytics.com.