

Internet retailing spoke with Paul Phillips, CEO of the software provider Telecorp on conferencing, sales and HR suite of the US Canadian provider. Telecorp is now pushing to Europe and to be present from January 2012 in the German market.



Internet Retailing: Please describe the relevant to retail product range of Telecorp.

Paul Phillips: Telecorp's products are rather unique. First we have 3 products that bring software that up to now you would have to get from 3 applications up to now and even then you would not have all the tools and features. All our products are SaaS solutions.

I-driveSales is rather unique business/customer service/sales application that takes its birth from some of the great call centers in the world and adds key features that has not either been available before or which were prohibitive up to now. We boast the only system that does real time data inputting with virtually no paperwork or after hours inputting. We include a Mobile App feature that does two extraordinary things a) Allows you to do automatic hands free calling from your cell phone from the To Do List (tasks) on our contact Manager. This includes On-Screen mentioning of person you are calling and company they are from, but also includes recording the call left on the person contact file complete with speech to text translation in your contact manager in that contacts history plus at the end of conversation you have options to add notes and appointments once again in your contact manager. b) After a appointment the system SMS/texts you and asks how the meeting went and you simply have to send a particular code that matches exactly how the meeting went plus you can add notes and more to completely update your contact manager...leaving virtually no paper work or additional computer time for you to do. Truly fantastic. All of this helps create your reports with nothing more to do. We feature tools that complete your reports as you go and with features like VoIP, disposition tools, a absolutely amazing document management system, scripting, full reports, templates and so much more. Most of these features are not in any of our competitors including Salesforce, NetSuite and many more.

Internet Retailing: But that's probably not your single program, isn't?

Paul Phillips: In addition to I-DriveSALES, we offer i-driveCONNECTS, I-driveMEETINGS and I-driveSTAFF first of all a powerful message delivery system that can send custom messages by voice, e-mail, SMS/text and fax tool that deliver powerful messages for politicians, medical, dentists, hospitals and much more. This system can deliver one of the best Text to Speech voices on the market with tools like frequency match and also the ability to give the computer voice emotion making our system stand alone. Plus outstanding features like cancelled appointment filler and ability to ensure your staff have their priorities set and it will certainly maintain any office to level of success far beyond what they experience now. And the other module in I-driveCONNECTS which controls a client's communication with our client's customer through the life of any campaign. This system ensure that periodical contact is made my human, by voice, by e-mail, by SMS/Text and Fax using every changed script(s) and templates helping and maintaining a powerful relationship with customers and non-customers alike. Our Competitors like TeleVox, PhoneTree just don't make the grade.

Internet Retailing: A third software you have mentioned...

Paul Phillips: I-driveMEETINGS embraces the software suite with one of the best meeting tools on the market. Not only do get a meeting tool with all the features that most systems have, you get 2 major options no other service offers like full script for meetings for the host and co-host to ensure a smooth presentation or meeting plus you can even record your presentation to ensure its top notch every time and all the time. Plus we offer a survey system that is beyond all on the market a tool that will certainly cement your points in your meeting or secure the sales every time you use

the system. But not do get this, you get a full Help and Support Desk included with ticketing system, remote desktop support and much more. There is no comparable system on the market today.

Add all of these together in one, easy to use system that will improve efficiencies in any office...we guarantee it! Each module product stands alone and when you put them together no one can compete.

Internet Retailing: And what is your application number four?

Paul Phillips: I-driveSTAFF is our fourth solution and it is a standalone product meant for the staffing industry including Temporary and Permanent staffing companies. We took the basic staffing software that is on the market today and basically exploded it, by adding the I-driveSALES, I-driveCONNECTS and I-driveMEETINGS modules into it to make the absolutely most powerful staffing solution in the world today. There is no other system that can even come close.

Take all the tools that you read like I-driveSALES and add tools that can control how your sales staff contacts your database and by management setting the goals that no other system can do and ensure you get any information you need collected, plus ensure your database is exploited to the maximum of its potential with our contact tools that management can predetermine how they dissect their marketing opportunities, for example how many of Courtesy Calls, New Sales Calls, Lost Sales Calls, Unsold Calls and much more! In the staffing industry there is simply no better tool. Combined with I-driveSALES we will guarantee success.

With i-driveCONNECTS you will get a tool that now will go through your collected resumes and call, e mail and SMS/text the qualified job candidates and automatically offer them the job and pass them to admin, saving hours of work if not even perhaps a salary. But the system isn't finished it then sends them an e-mail with map and bus route and all pertinent information on the job. Then it calls them to reassure they have the information and offers them a wakeup call. The system is still not done as next day the staff member gets a wakeup call and then the system calls the place of employment 5 minutes after the staff member was too show up for work. The system ensures the staff member has shown up and in case the person doesn't show up a whole list of other protocols take place, like calling the entire staff member's phone numbers and SMS/Text messages and e-mails them. At the same time it calls the staff agencies supervisor to alert them of the situation and if the system gets a hold of worker it passes it through to supervisor.

This is the most efficient system to make sure staff shows up. Not only will this system increase sales and reduce cost it will even help clients choose agencies that use

Internet Retailing: Can your system do even more? I-driveSTAFF over any other system out there in the market today

Paul Phillips: Yes, it sends an E-Mail with map, bus route map and all information relevant to the task of the staff. It shall ensure automatically employees that they have received all information and offers a wake-up call. After the employee has received the wake-up call the next day, the employer it is taught.

The system also ensures that the employees will appear. Automatically several processes are set in case of no-show: the staff is called via SMS and email notified. At the same time, the employment agency is notified about a confirmation of the employee. This is the most efficient system to make sure that the staff will also appear. This system increases not only the revenues and costs. It also helps the customer throughout the market select agents or agencies that use also I-driveSTAFF.

Internet Retailing: What advantages do these products have for the e retailer and for normal shop retailers ? What sort of problems do your products solve for retailers?

Paul Phillips: Our products are sold in multiple industries including medical, dental, hospitals, automotive, retail, sales, customer service. Our product is easy to use for them (we even set up for them) and they only pay for what they use, which will save them money in the long run as they will have advantage for when they need something it's there by not having to sign up for only occasionally use. The system is very affordable, easy to use and they do can a campaign, which means they won't forget sales opportunities or just use as little as once a quarter. For larger users they have all the tools in one and they can control cost and immediately see results. System can be set totally automatic. All information is there no matter where you login from. Very high security.

Internet Retailing: Why you offer a service your products as a software as? What does the E-retailer of?

Paul Phillips: First of all to reduce costs, in addition all software can be used linked. Access may be anywhere from to be done from home, Office or hotel. The safety standards are high, viruses and other pests are controlled. It has at any time access to the latest version of SaaS, receives immediate technical support and fixes.

Internet Retailing: How much is the subscription is expected to cost? Is there a volume discount prices?

Paul Phillips: Yes, we have a price / performance design, according to which, every customer can select a package optimum for him. And we have staff who advises customers what applications they need and which are not.

The pricing starts at \$10 per month and user. For this, you can use our Conference program and our Contact Manager. Since Salesforce.com calculated, for example, already \$5 just for the Contact Manager, our Conference program is the cheapest on the market. We offer different packages, you can subscribe monthly according to your needs. For a \$25-subscription per month access can be obtained for a whole year according to use. You can also use the software for a one-time according to your needs.

We have looked at every industry us and know quite exactly to their requirements. We have reduced our costs, on average, we are 30 percent below the level of competition. We also offer further discounts and licenses.

Internet Retailing: When do you offer your cloud services in Germany and where is your data center?

Paul Phillips: We will have a server Located in Germany when our office which we will be opening in November in Frankfurt, We presently have a server in Finland which we got when we acquired **ByteXit** and we will also have one in London in February 2012.

Internet Retailing: Can you vouch for the data protection (security) and data protection (privacy) of the customer data in your data center?

Paul Phillips: We have taken great care in protecting data by reinforcing our coding. For more sensitive security we offer our DataGrabber software which like a credit card information system, our DataGrabber is installed on client's server and so their data does not actually transfer to our server keeping information on their system all the time. We also offer a license server system where we install our system on their server for their complete control and protection.

We will continuously look at ways to improve our security technology and ensure we do everything in our power to prevent hacking and breaches in our system.

Internet Retailing: From whom your data center is certified and audited?

Paul Phillips: We have Progent (www.progent.com) based out of San Jose California. It's not determine who we will use in Europe as of yet.

Internet Retailing: How does your software integrate as a service with existing software?

Paul Phillips: As far as database connection (import/export) there should be no issues with most common vendors. If there is we will create a patch for free. Microsoft products and generally any .NET products will have minimal issues to work. Open office, Word Perfect all work seamlessly. Most accounting packages have portals as well. We even have integration with a number of our competitors.

Because we are also integrators we can quickly conform to most software if they have unintentionally over looked.

Internet Retailing: Offer you advice? Or make your German partner? What are that? When they advise the clients?

Paul Phillips: We are in talks with a couple Analysts that know the German market and while a decision has not been made as yet we are confident that it will soon happen. These consultants have keen knowledge of the German market and most of Europe as well and they would easily be able to springboard into the market with an agreed progression in plan.

About Telecorp

"Telecorp Inc. is in Cheyenne (Wyoming, United States) and Barrie (Ontario) (Canada)-based company that is listed on the Frankfurt (FWB symbol: 3TL)." The company was founded to provide products and services that greatly enhance the Office Automation. We want to exceed the expectations of our customers in terms of the capabilities of Office Communications, increase efficiency, and allow an immediate return on investment. (Investor Info)

Telecorp offers "On Demand" a variety of services its customers that will help to improve the efficiency of processes in the Office. "This includes tools that can increase, for example, the performance of sales by 30%." Telecorp offers a 60-day trial.