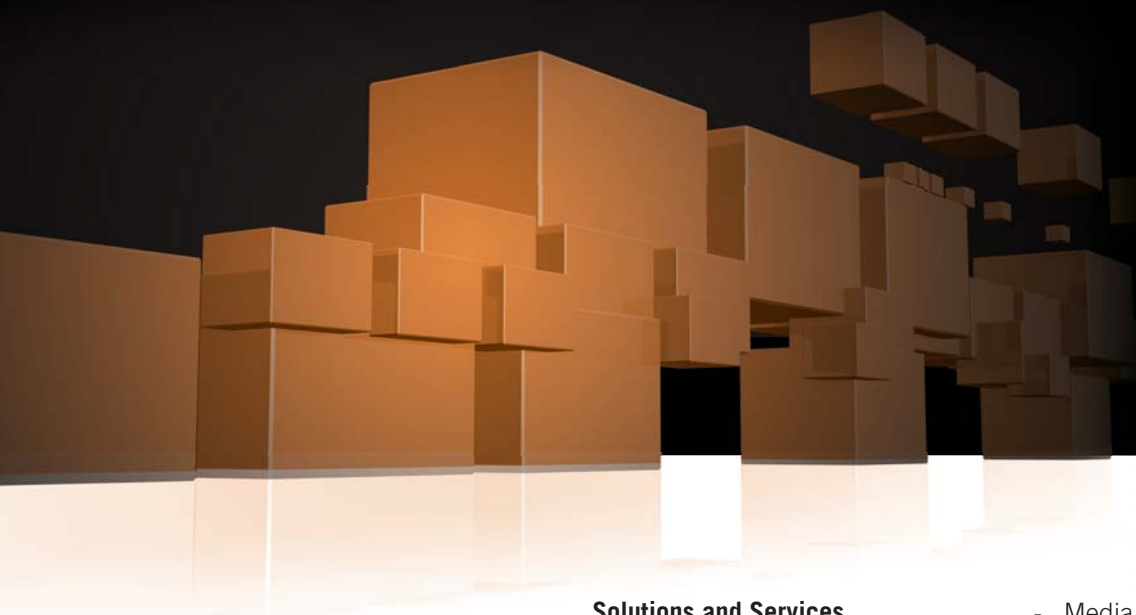


SoftMethod GmbH Company Factsheet

SoftMethod was established 2004 in Munich as an independent software development company. Our heritage goes back to our family software firm, which has been delivering Industry Standard Solutions since 1972.



Solutions and Services

SoftMethod currently provides industry vertical solutions as well as a growing Consulting Practice.

Directory Services Vertical

Our nexgenda directory services solution is comprised of all components required to build a cutting edge directory-service contact center. The basic building blocks are

- nexgenda Operator Station
- Intelligent Services Hub
- **blackray** core search engine

- Media Gateway (SMS/MMS, Email, Fax) for Outgoing and Incoming work items
- International-Connect via e.115 (v1/v2)
- VoIP- and SS7 capable telephony switch platform, including IVR applications

The solution is modeled around our innovative and extensible OpenContactCenter Architecture model and combines carrier-grade telephony components with open source software elements. This allows the combined solution to be open and easily adapted to changing business needs.

Telematics Vertical

The softmethod telematics platform enables Business-to-Vehicle (B2V) channels via a single link between the vehicle and the contact center backend. By using sophisticated in-band data transmission all communication is done on one established call, without the need to occupy separate channels for data and voice.

Consisting of a backend contact center, and a mobile client installable software module, the solution comprises all required components to build the basis for exciting B2V service offerings. The solution is geared towards vehicles with an installed GSM module, but can be employed as well in settings where the car employs a Bluetooth enabled hands free kit.

Consulting Practice

In the scope of our consulting practice we provide management and technology solutions for the telecom and transportation sectors. Our extensive domain expertise allows us to deliver advice from top management down to implementation services. Successful management of software development and engineering projects is an important pillar in our practice, and we provide evaluation of offshore development opportunities as well.

Recent engagements have included telematic solution evaluation, and the technology lead in the formal due diligence process of a significant IT outsourcing deal. Through a tight network of affiliates in the EU member countries, SoftMethod is able to provide local insights in all major European markets.

Open Source Engagement

In building the nexgen and telematic solutions SoftMethod relies on the successful integration of Open-Source software. Our extensive experience in selecting and proving operability of open source components enables solutions that are highly competitive in functionality and cost.

SoftMethod is also giving back to the community by sponsoring several open source initiatives, featuring the **blackray** search engine and the OpenContactCenter suite.

Involvement with the EIDQ

SoftMethod has been involved with the EIDQ since 2006, and became a full member of the EIDQ in Spring of 2007. We have been involved in the E.115v2 Working Group for the past two years, and have a E.115v1/v2 implementation available.

SoftMethod is committed to continuing involvement with the EIDQ in order to produce a reliable and standards-conformant directory inquiry solution and to enable high-quality services offered on top of this platform.



Contact

We are looking forward to starting a dialog with you on how we can help you getting work done better.

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