

# The Horse's Mouth

compunetics / compunetix / chorus call *UPDATE*

Volume 21 Issue 1

Fall 2014

## compunetix

### compunetics

### sonexis



**Look inside for information about these prestigious "challenge coins".**



*Air Force IT Solutions  
~ Quality Performance*



*Air Defence Communications Service  
~ General Dynamics*

## Attorney General Welcomes Chorus Call

By William Kilgour

Chorus Call is trusted with managing the most important events for our valued clients. These events often include quarterly earnings calls for the Fortune 500, major announcements in the non-profit sector, and large complex media events in both the private and public sectors.

Among the many important clients that we serve, both Chorus Call and Compunetix proudly support the United States Department of Justice.

Recently, Attorney General Eric Holder hosted several conference calls following the shooting and subsequent riots in Ferguson, MO. These complex conference calls came together on very short notice and were extremely high profile. The Office of the Attorney General was so pleased with both the effort and the result that the team from Chorus Call was invited, along with our counterparts from DOJ, to

a commemorative meeting and photo opportunity (see below) in Washington DC. Chorus Call team members Monica Coraluppi, Emily O'Toole, Chad Marzok and Bill Kilgour were honored to meet personally with Attorney General Eric Holder. His praise of our high-touch service was effusive.

Later, the Chorus Call team was invited to participate in a tour of the Robert F. Kennedy Department of Justice building on the national mall. Following the tour, discussions were held with senior members of the IT Staff at the Department of Justice about how Chorus Call will continue to support the critical work of the United States Department of Justice.

It was truly a great and memorable day!



**Visit us on the Web:**

[www.compunetix.com](http://www.compunetix.com) [www.compunetics.com](http://www.compunetics.com) [www.sonexis.com](http://www.sonexis.com) [www.choruscall.com](http://www.choruscall.com)

## **Celebrating 20 Years By Carmen Vece Sanchez**

2014 is an important year for Chorus Call Switzerland. In fact, in October we celebrated our 20 year anniversary. 20 years of professional and personal passion. 20 years of progress. 20 years at your service!

This was a great opportunity for customers to meet our staff, get to know more about our Company, our products and services.

In 1994 Dr. Giorgio Coraluppi, Chairman of the Board of Chorus Call Inc., launched the first satellite office in Lugano, Switzerland.

Chorus Call Switzerland is a pioneer of high quality conferencing and offers a great variety of services: Assisted and Unassisted Conference Calls, Web Conference Control, Media Streaming, implementations for Investor Relations and collaboration tools, transcriptions, and much more!

Chorus Call Switzerland is proud of being the service provider to 2/3 of the companies listed on the SIX (Swiss Market Index). The Chorus Call experience, expertise and combined shared knowledge in running a successful, profitable conferencing service offers a unique advantage.

Over the years, Chorus Call has experienced remarkable growth, expanding its reach to include Switzerland, Italy, South Africa, Greece, Brazil, Australia, Canada, Germany, India and Japan.

A network of satellite offices worldwide delivering integrated, customer-centric conferencing capabilities built on the Compunetix collaboration platform: this unique relationship empowers Chorus Call to provide innovative and customized solutions to each customer and deliver new products like C-Meeting that combines desktop sharing ability with webcams, PC web calling and high quality audio conferencing to mention

a few of the features. This unique tool also offers the ability to invite guests, play video clips, 'raise a hand' to ask questions, conduct on-line voting and many others.

Compunetix is the leading manufacturer of multipoint collaboration equipment and continues to deliver innovative, highest quality software and hardware for voice, data and video conferencing.

As conferencing technologies evolve and the need of companies competing on a global scale keep on growing, Chorus Call will continue to meet these demands with innovative telecommunications solutions.

### **We are at your service!**

#### ***History . . . and I was there!***

*It all started with a meeting in Milan between me (then-director of Telecom Switzerland) and Dr. Giorgio Coraluppi, at an event organized by ANUIT, a national association for Italian telecommunications consumers, during which event I gave a presentation on the work being done on the liberalization and subsequent privatization of the Swiss state-owned PTT Telecom, later known as Swisscom.*

*It was there that I had the good fortune to meet, get to know, and talk to, Dr. Giorgio Coraluppi. It was on this occasion that he expressed a desire to open a branch in Europe. Suggesting that he consider doing so in Lugano, and wanting to offer him the best conditions possible, I put him in touch with my consultants, both of whom were present at the event. And the rest is history.*

*So, best wishes to Chorus Call Switzerland, and congratulations to Team Coraluppi, without whom we would not be here today. Sincere thanks, too, to all those colleagues – committed, intelligent, and extremely capable – who have contributed to this success!*

*Sincerely,  
Carlo E. Michelotti  
Board of Directors, Chorus Call SA*



Web Streaming Department



Video Operations Department



Celebration!



**RCE Patent Awarded**

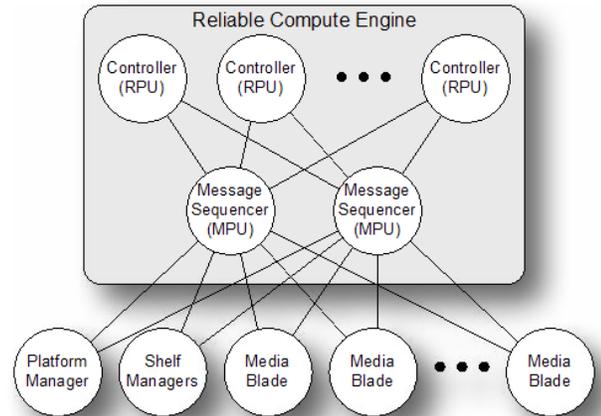
The Reliable Compute Engine (RCE) was designed for the Federal Systems Division CONTEX MVP and the VSD EVERGREEN products as a highly reliable system controller to manage all the functions internal to the switching equipment. Additionally, the RCE design is a generic solution for protecting against "single event upset" (SEU) errors that can be applied to a multitude of data processing systems. Because of this, Compunetix applied for a patent to protect the intellectual value of the RCE design.

The patent application process began in November 2011 and it was finally filed on January 7, 2012. On October 7, 2014, Compunetix was awarded patent number US 8,856,590 B2. Named as coinventors are Compunetix designers Anthony (Tony) Grieco, Ken Price, John Driscoll and Stephen Schweizer. Tony was quick to point out, "The entire team was involved in implementing the solution for FSD and the MVP product." A copy of the first page of the patent is shown here.

The figure at the top right illustrates how the RCE works in a CONTEX MVP. The controllers (RPUs) process incoming messages and generate outgoing messages. The message sequencers (MPUs) compare outgoing messages received from the controllers to determine which are valid. The bottom row of circles represents the various components of the CONTEX MVP that interact with the RCE. In a generic application, these can be replaced by the components of any data processing system.

The Compunetix RCE highlights Compunetix' commitment to designing and fielding high availability systems for mission critical applications.

Jon Hamrahi, FSD Sales Manager, Federal Systems Division, explained, "Compunetix communications systems are used in Government test, launch and other mission environments where 100% system integrity is essential to their operations. The RCE ensures a level of redundancy and system availability not available anywhere else. Compunetix systems are widely known as the gold standard for reliable communications for mission applications. The RCE is a proven example of technology that ensures fail safe system integrity in the most demanding and essential environments."





US008856590B2

**(12) United States Patent**  
**Grieco et al.**

**(10) Patent No.: US 8,856,590 B2**  
**(45) Date of Patent: Oct. 7, 2014**

(54) **RELIABLE COMPUTE ENGINE, METHOD AND APPARATUS**

(75) **Inventors:** Anthony Grieco, Irwin, PA (US); Ken Price, Export, PA (US); John L. Driscoll, Jeanette, PA (US); Stephen Schweizer, Pittsburgh, PA (US)

(73) **Assignee:** Compunetix, Inc., Monroeville, PA (US)

(\* ) **Notice:** Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 225 days.

(21) **Appl. No.:** 13/374,682

(22) **Filed:** Jan. 7, 2012

(65) **Prior Publication Data**  
 US 2013/0179727 A1 Jul. 11, 2013

(51) **Int. Cl.** G06F 11/00 (2006.01)

(52) **U.S. Cl.** USPC 714/11; 714/13

(58) **Field of Classification Search**  
 CPC G06F 11/641; G06F 11/645  
 USPC 714/10-13  
 See application file for complete search history.

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**Primary Examiner — Philip Guyton**  
**(74) Attorney, Agent, or Firm — Ansel M. Schwartz**

(57) **ABSTRACT**  
 A redundant controller engine (RCE) of a system includes a first, second and at least a third redundant processing unit (RPU). The RCE includes an arbitrator in communication with the first, second and third RPUs which sends a message for a corresponding time requiring a decision to the first, second and third RPUs, and receives the decisions made by the first, second and third RPUs. The arbitrator accepts a first two matching decisions for the corresponding time received from the first, second and third RPUs, and sending the matching decision for the corresponding time to the system. The arbitrator has a first message processing unit (MPU) and a second MPU. The first MPU sends the message for the corresponding time to and receives the decisions for the corresponding time from the first, second and third RPUs. A method for processing data from a system. An apparatus for conferencing.

**22 Claims, 6 Drawing Sheets**

## Hearing in High Def

By Robert Haley

In the 1990s, we were introduced to the concept of high definition television, and at first, most people didn't know what to make of it. While the picture was clearly superior to older model TVs when viewed in the electronics showroom, we wondered if this was something we actually needed. Would there be high definition channels to watch? How many? In what timeframe? Is the better picture worth the added cost?

And it was complex. There were new terms to learn, new technologies to understand, a new market that needed to form. Would television service providers invest in the infrastructure? Would we have to change providers? Would the content providers (channels) start producing shows in HD? How does 720p stack up against 1080p resolution?

Well, welcome back to the future.

The world is about to undergo its second major technological shift to high definition media. Get ready for High Definition Audio, or what we refer to as Compunetix HD Voice.

Similar to the shift to HD video in the 90s, we are beginning to see the rollout of high fidelity voice calling for the masses. And, like those early days of HDTV, there are a lot of questions, a lot of lingo, and a lot of decisions regarding the value of this new level of fidelity.

Can you hear the difference? What phones will support HD Voice? Does the network have to be upgraded? Will the carriers support the technologies? What will HD Voice cost compared to standard audio fidelity? How will end users adopt and change to this new standard? And most importantly: Is it worth the cost?

Obviously, in our markets regarding multipoint audio, HD Voice has very large implications and ramifications. We're in the business of hosting the very best possible electronic meetings. These meetings, or gatherings, have purpose

which is to disseminate information, convey ideas, coordinate activities and drive to decisions - all of which requires the clear conveyance of information. The better we can hear, process and comprehend the auditory information, the more successful any meeting will be at achieving its goals.

This is where HD Voice comes in. In short, higher fidelity audio = better delivery of information, more accurate processing of data, reduced auditory fatigue and a better, more natural experience for all parties.

HD Voice transmits more audible data across the stream and allows your brain to focus on the content, rather than working hard just to hear what was said. In fact, it's nearly double the amount of data. We discuss going from 3.5 kHz audio to 7 kHz audio (7kHz and above being considered HD). Simply put, we are receiving a wider range of the audio spectrum. That is why HD Voice is sometimes referred to as wideband audio.

The difference is clear in samples found on the Compunetix YouTube channel <https://www.youtube.com/channel/UCE1hqYVca5J451bW1W2bjPA>. First, the listener can clearly hear the difference between the SD and HD clips. The HD audio sounds crisper and clearer. The narrowband clip now sounds tinny and like they are talking in a barrel. Secondly, the difference is viewable. During the standard audio portion, listeners and viewers can see that the audio energy is identified in the 500-3500Hz range on the graph.

In the HD portion of the clip, it shows clearly the speech energy now taking up the full 0 - 7500Hz range. So that means that in the HD clip, even though it's the same speech, the listener is receiving a much broader range of sound energy.



The listener is now receiving all of the low-lows, and the high-highs. This makes it significantly easier for the human ear to identify individual sounds and to distinguish between hard consonant sounds and softer vowel sounds.

Interestingly, many communication experts believe that the majority of "information" conveyed when we speak is carried in the consonant sounds - the "t", "k", "s", "b" and "v" type sounds. The vowel sounds primarily "hold together" the consonant sounds. HD Voice allows listeners to more clearly and accurately hear those consonant sounds which, at lower fidelity, can become indistinct.

Because the listener can now more easily decipher those critical consonant sounds, their ears and brain can process the information more readily, focusing and considering the information provided and reducing auditory fatigue. Listeners more readily recognize voices, distinguish confusing sounds and understand accented speakers.

In addition to higher fidelity, new audio wideband codecs and new IP telephone hardware do a better job of masking, or hiding background noises. So, participants can better hear faint talkers and better understand double-talk (when more than one person is speaking at the same time).

Compunetix is proud to fully support HD Voice on the new CONTEX Summit Olympus. Our engineers and sales account managers are working with their accounts right now to bring HD Voice Conferencing services to the public.



### Did you know?

The PlayStation 4 home game console has led the U.S. market for all of 2014?



**FSD Meets The Challenge**  
**By Michael Hockenberry**

When you think about the importance of the United States Air Defense (USAD), you can now think about Compunetix. The Federal Systems Division (FSD) was selected to replace the mission voice systems throughout the US Battle Command Centers with the CONTEX Mission Voice Platform (MVP) and the Next Generation Global Voice Terminals (GTX). This large project is being managed by General Dynamics Information Technology (GDIT) for the US Air Force, NORTHCOM.

The USAD provides air sovereignty and executes counter-air operations over the United States supporting NORTHCOM's homeland security mission. The air defense mission uses radar surveillance to monitor threats and intercept unidentified aircraft. Every time it becomes necessary to protect US air space, our system will be used.

Earlier this year, the Western Air Defense Sector (WADS), located in Tacoma, Washington, was the first site to become operational on the new Compunetix system. Recently, the Eastern Air Defense Sector (EADS) also became operational. Additionally, the contract includes systems for Alaska, Tyndall Air Force Base, the Headquarters for the U.S. Air Defense, and Hawaii. This project is referred to as Air Defense Communication System 2, ADCS2.

After WADS became operational on the new equipment, Kevin Knowles, the GDIT Management Lead for the Air Defense contract, asked to address the employees of FSD. He wanted to thank them for all the hard work they put towards making the ADCS2 project a success and to make certain they realized the National Security importance of the system they developed.

Mr. Knowles presented the entire FSD team with a challenge coin (see front page) in recognition of the timely and significant achievement of the WADS installation. In fact, Knowles

declared the MVP "the most significant achievement in technology". Knowles warmly expressed his gratitude for the tremendous effort put forth by the group and confessed that he was at least partially responsible for the aggressive deadline that had them working weekends for many months. He went on to express his appreciation for the GD partnership with Compunetix and told the crowd their hard work ensured having "an air defense customer for the next decade".

Dr. Giorgio Coraluppi then addressed the FSD employees, pointing out that they would carry the intensity of this formative experience for the rest of their lives. He remarked that, "This level of commitment makes me proud of Compunetix."

Capt Brian Freshwater (now Major Freshwater), team leader, also thanked the crowd that had gathered for lunch. He told everyone how excited the team at EADS was about being the next site to receive a Compunetix system. Also present from EADS were Capt Brad Dunford, TSgt Dereck Blackburn and SSgt Nicholas Tharrett.



*From left to right; Jon Hamrahi, Giorgio Coraluppi, Kevin Knowles and Mike Hockenberry.*



*Giorgio Coraluppi accepting a challenge coin on behalf of Compunetix.*



**Did you know?**

The 3 most common languages in the world are Mandarin Chinese, Spanish and English



**Pittsburgh Marathon 2014**

*From left to right: Jerry Pompa, Ben Krokosky, Edward May, Jason Haramic, Angela Eagle, Jason Lemak and Sabarish Sethuraman. Not pictured: Andrew Webber*



**CSD Sales meeting 2014**

By Amy Reese

Compunetix sales account managers from around the globe converged at company headquarters for the Communication Systems Division International Sales Meeting. The week was packed with product updates, brainstorming, insights into other divisions and sister companies, and two special guests.

The event kicked off with a group dinner at McCormick & Schmick's in Pittsburgh's South Side Works, followed by three densely-filled days of sales presentations, solutions roadmaps, cross-selling strategies and open discussion.

The teams broke down sales efforts regionally, vertically and functionally. Account executives were provided a peek into the next generation of products, while also debating the best ways to promote and sell our current solutions catalog.

Our special guests opened and closed the event; Ms. Viveka von Rosen joined us first via video to speak about her book, LinkedIn Marketing: An Hour a Day. Her tips included ways to increase sales via connections, how to approach potential connections, and how best to update a profile for maximum visibility. Mr. Bryan Whittington of Peak Performance Management then closed out our week with motivational sales tactics and expert advice on how to successfully interrupt entrenched patterns to complete the sales cycle.

The week also included off-site group activities such as a spirited sales processes discussion on Tuesday evening, and a wrap-up team building event at Dave &



*Robert Haley, Director of Marketing, presenting to the group.*

**Buster's in the Waterfront.**

Feedback on the event was positive from everyone involved, and we're already looking forward to the next time our sales

force can gather and collaborate! Many thanks to Elizabeth Lyons, Robert Haley, and Jerry Pompa for all of their hard work to make this event happen!



*Eric Murphy, Global Solutions Manager, presenting at the conference.*



*Liz Lyons, Administrative Assistant, Amy Reese, Senior Marketing Specialist and Iain Macleod, Implementation Engineer.*



*Don Kordick, Director of Business Development, Australia/Asia and Raymond Cheung, Regional Sales Director, Asia*



**IPC APEX EXPO**

By Joe Pawlowski

This year the annual IPC APEX EXPO was held in Las Vegas, NV. Compunetix sent two representatives, Imaging Process Engineer, Joe Pawlowski and Engineering Manager, Jake Kurnot, to attend the proceedings. The EXPO consisted of four complementary events: IPC Technical Standards committee meetings, professional development courses, a trade show exhibiting all manner of printed circuit fabrication and assembly equipment and service suppliers, and technical conferences reporting on the latest research and development in electronic packaging.

Joe and Jake attended a full day professional development course titled: Troubleshooting of Printed Circuit Board Fabrication, gathered information and made contacts on the latest equipment and services offered in the industry, and attended several technical conferences and committee meetings for IPC specifications. A full trip report is available on request.

Another Compunetix employee, Louis Hart, received recognition in absentia during the EXPO's IPC Awards Luncheon for contributions to IPC document T-50, Terms and Definitions for Interconnecting and Packaging Electronic Circuits.

**Please Let Us Know!**

Did you get married? Welcome a child? Win a professional award? If you have exciting news to share, please let us know. Send your good news to:

[aimee.miller@compunetix.com](mailto:aimee.miller@compunetix.com)

Be sure to look in every issue of The Horse's Mouth for exciting announcements.



Exhibit at the ISE 2014 show

## VSD On The Road

The Compunetix Video Systems Division exhibited at ISE 2014 in Amsterdam! ISE is the world's fastest-growing and best-attended show in the professional AV and electronic systems space. This year the show occupied all 12 halls of the Amsterdam RAI. Attendees joined us at stand 12-C70 to see our flexible and scalable video solutions for business and enterprise. We also talked about our Total Solutions Initiative and highlighted several of our endpoint partners.



## Referral Bonus

Great employees know other great employees, so tell your friends!

All employees are encouraged to refer qualified applicants for employment. Nearly every open position is eligible for the referral bonus. A successful referral could earn you \$500 - \$4,000!

There is no limit to the number of referrals an employee may submit, subject to the program guidelines. See details posted in company common areas or contact the HR department.



## Affirmative Action: It's Our Policy

Compunetix is committed to a program of equal employment opportunity without discrimination based on race, ethnicity, color, national origin, sex, religion, age, marital status, sexual orientation or any other personal characteristic protected by law. It is the policy of Compunetix not merely to refrain from employment discrimination as required by the various federal, state, and local enactments, but to take positive affirmative action to realize for women, minorities, individuals with disabilities and veterans full equal employment opportunity.

In furtherance of this policy, Compunetix will:

1. Recruit, hire, train and promote persons of all job classifications, without regard to race, ethnicity, color, religion, gender, national origin or other personal characteristics.
2. Ensure that promotion decisions are in accord with principles of equal employment opportunity by imposing only job-related requirements for promotion opportunities.
3. Ensure that all personnel actions, such as compensation, benefits, transfers, layoffs, return from layoff, leaves, and Compunetix-sponsored training, education, social and recreation programs will be administered without regard to race, ethnicity, color, religion, gender, age, national origin, sexual orientation, or other protected status.
4. Take affirmative action on behalf of women, minorities, individuals with disabilities and veterans to actively recruit and place qualified members of these groups for employment with Compunetix;
5. Provide for the prompt, thorough, and impartial consideration of all complaints.
6. Identify and analyze problem

areas in employment of women and minorities, and establish procedures for the elimination of such deficiencies; provide a program of action toward these ends and timetables for the achievement of equal employment opportunity in accordance with the spirit of the law.

7. Take affirmative action to eliminate problem areas and to achieve certain goals, and continually measure, records, and report on progress toward their realization.

The Director of Human Resources has been appointed the role of the Equal Opportunity Officer for Compunetix and is responsible for ensuring the implementation of this policy and our equal employment opportunity and affirmative action program.

On a strictly voluntary basis, Compunetix invites all individuals with a disability and covered veterans who are either employees or applicants for employment, and who wish to participate under Compunetix's Affirmative Action Program to identify themselves to their manager or the Human Resources department. Any individual who identifies himself/herself will not be subjected to any form of harassment or retaliation based on his/her status or self-identification. Further, this self-identification will be kept confidential.

If you are interested in viewing the AAP for Employees with Disabilities and/or Covered Veterans, please contact the Director of Human Resources, Becky Brennan, during regular working hours. Individuals who need assistance in clarification or resolution of EEO matters should also contact the Human Resources Manager during regular working hours.

It is the responsibility of all those with employment responsibility to seek to achieve the stated aims of this program. Moreover, it is the responsibility of each and every member of the staff of Compunetix to assist in achieving the aims of this policy and to make equal opportunity an actual, functioning condition of work life at Compunetix.



**Net263 Utilizes Summit®**

The Compunetix CONTEX Summit has been chosen by Net263 as the foundation for their groundbreaking, high capacity conference offering in the People's Republic of China. The conference calls, which support video using a variety of interactive collaborative technology along with data sharing, can host over 3,000 parties concurrently. Support of such large volume calls is a testament to the Summit's reliability, scalability, and flexible features. The platform helps Net263 deliver hallmarks of their service – 99.999% reliability, security, real time monitoring, and accessibility – to their customers. Net263 is a comprehensive communication service provider with a wide range of clients including small to medium enterprises and businesses, specifically those in the high demand corporate training environment.

The Net263 solution is specifically built with call performance in mind, and the Summit configuration is the keystone. The architecture boasts flexible application programming interfaces (APIs) for integration, allowing Net263 to pull together the optimum best-of-breed services offering. Working with large and demanding web-based calls is highly complex, and the Summit delivers with its processing power, true audio quality, and reliability to ensure a stable and secured meeting environment. Within one year of utilizing the Summit and surrounding systems, Net263's equity increased from 15% to 30% due to its strong entry into the interactive, all-party, real time collaborative video market.

Mr. Li, General Manager of the Net263 Enterprise Conference Department states, "To be able to support a large number of users on a single seamless advanced video-based conference is necessary and one of the strategic successes of Net263 in China's conferencing service market."

Mr. Gerard Pompa, Senior Vice President and Communications Systems Division Manager at Compunetix, states, "Net263, a premiere UC service provider in China, has found a unique niche in the Chinese collaboration market for large scale conferencing and we're pleased to be their platform provider of choice."



**Hail to Pitt**

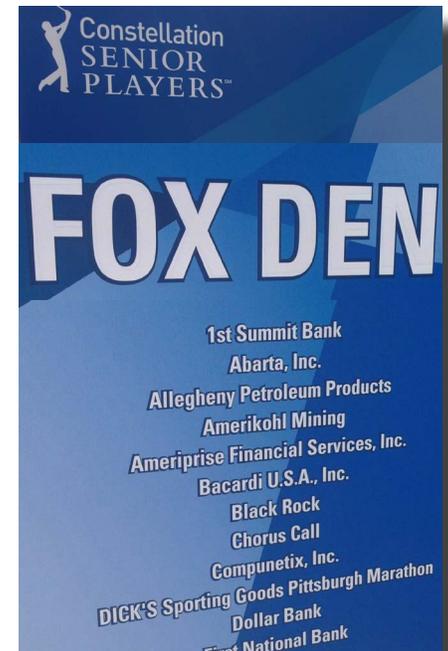
Once again Compunetix was happy to sponsor the University of Pittsburgh's Computer Science Department Graduate Research Competition. Award recipients and the titles of their talks are shown below. Standing with them is Compunetix Senior Vice President and Communications Systems Division Manager, Jerry Pompa.



*Roxana Gheorghiu-Towards a Practical Database Preference Model; Michael Nugent-Energy-Efficient Circuit Design; William Garrison-Suitability and Dissemination-centric vs. Group-centric Sharing; Eric Heim-Relative Comparison Kernel Learning with Auxiliary Kernels; and Xiangmin Fan-MindMiner: A Mixed-initiative Interface for Interactive Distance Metric Learning*

**Hole in One**

Compunetix and Chorus Call were co-sponsors of the 2014 Constellation SENIOR PLAYERS Championship at Fox Chapel Golf Club, part of the PGA TOUR. Our companies joined a long list of prestigious firms at this much heralded event.



**Summer Picnic 2014**

Employees and their families were treated to another sunny, summer celebration at the annual Compunetix, Compunetics, Chorus Call and Sonexis picnic. Attendees enjoyed various activities and delicious picnic fare in the beautiful Monroeville Park.

Adults participated in several games of horseshoes, a company picnic tradition. Volleyball as well as an impromptu game of badminton brought out the competitive side of many. But competition really got heated for the cookie contest. Prizes were awarded for the tastiest and most creative submissions.

Plenty of excitement for the kids, too. Not to be outdone by their parents, the children took great care to decorate their own cookies. Lots of happy faces were visible as the young picnic goers rode ponies around the park. But, without a doubt, the hit of the day was the petting zoo. Children of all ages gathered to pet, feed and admire pigs, goats, sheep and a baby alpaca, donkey, cow, zebra and camel.

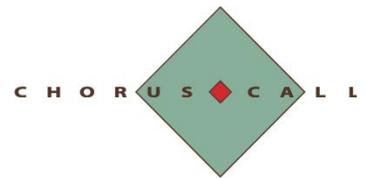
The fun was all made possible by the enthusiastic committee members who contributed their time and energy to making sure the event was a great success. Thank you to Dana Krokosky, Jodi Drog, Rachel Morse, Jessica Britton, Denise Powanda, Janet Maczura, and Sandy Babich.



compunetics  
compunetix



sonexis



**Our Customers Say It Best:**

*And thank you to the entire Chorus Call staff who made this call run so smoothly. Kudos!*

- Executive Assistant, Member Engagement

*We do appreciate the good customer service Chorus Call provides to us every quarter.*

- Program Manager, Investor Relations

*They had the BEST EARNINGS CALL EVER!!! So well done guys, they are super happy with how things have been going and we really appreciate all your hard work so thank you!*

- Client Services Specialist

*Everyone that I came in contact with were very polite and professional and the end product of the stream was exactly what we needed in way of service. We were very pleased with the pre-testing, the overall process and the end result. For that, we extend a job well done to the entire team.*

- Chief Information Officer

*The Q&A discussion was very efficient. Please forward my appreciation to the team. Take care.*

- Director, Investor Relations

*They were thrilled to be able to do a 'test run' before the actual call occurred. The call went exactly the way they wanted. Thank you very much for your assistance and great service!!!*

- Assistant Manager, IR Product Operations

*Your service is the best in the world.*

- Director, IR Services

**Did you know?**  
Up until about 1920, golfers from the U.K. ruled the sport.



**Welcome New Employees**



**Joshua Ball**  
Electronic Assembler, ISD  
Reports to John Sherrow  
AS Electronic Engineering Technology  
Pittsburgh Technical Institute

**Joseph DeRose**  
Maintenance Technician, ISD  
Reports to Jerry Robison  
AST Maintenance Electricity &  
Construction Technology  
Triangle Tech

**Jeremy Elder**  
Program Manager, FSD  
Reports to Mike Hockenberry  
MS Electrical Engineering  
George Washington University

**Feifan Gao**  
Customer Service Engineer, CSD  
Reports to Bill Voltz  
MS Telecom and Computer Networking  
University of Pittsburgh

**Patricia Gaskill**  
Electronic Assembler, ISD  
Reports to Robair Hannush  
BA Journalism  
Indiana University of Pennsylvania

**Karla Heide**  
Electronic Assembler, ISD  
Reports to Robair Hannush

**John Howley**  
Account Executive, ISD  
Reports to Randy Koslosky  
MBA  
Point Park College

**Pamela Solominsky**  
Stockroom Clerk, ISD  
Reports to Susan Gasbarro  
AA Business Admin & Accounting  
Kaplan University

**Crystal Trall**  
Machine Operator  
Reports to Robair Hannush  
BS Geology  
Edinboro University

**Gene Wampler**  
Maintenance Technician, ISD  
Reports to David Jones

**Shonda Winck**  
Account Executive, CSD  
Reports to John Krofcheck  
BS Professional Studies  
Duquesne University



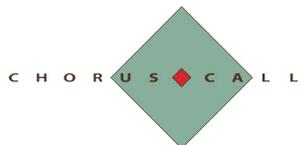
**Michele Crooks**  
Image Process Technician  
Reports to Joe Pawlowski

**Matthew Dudik**  
Chemical Process Engineer  
Reports to Jacob Kurnot  
BS Chemical Engineering  
University of Dayton

**Shawn Goodwin**  
Quality Assurance Inspector  
Reports to Louis Hart  
BS Electrical Engineering Technology  
Pennsylvania State University, Behrend

**Chuck Madrazo**  
Sales Engineer  
Reports to Brent Mayfield  
BS Electrical Engineering  
The Citadel Military College of SC

**Catherine Schirra**  
Chemical Lab Technician  
Reports to Jake Kurnot  
BS Chemistry  
Saint Francis University



**USA**  
**Daniel Best**  
Audio Account Executive  
Reports to Jason Leventon  
BA English Writing  
University of Pittsburgh

**David Fulton**  
Software Engineer  
Reports to Joseph Heuler  
BS Computer Science  
Indiana University of Pennsylvania

**Kate Halahurich**  
Conference Specialist  
Reports to David London  
MBA  
Robert Morris University

**Gordon Mann**  
Media Applications Coordinator  
Reports to Joe Heuler  
MS Media Arts and Technology  
Duquesne University

**Edward McCarty**  
Conference Specialist  
Reports to David London  
BA Communications  
Saint Vincent College

**Suzette Sloan**  
Video Account Executive  
Reports to Sabina Coraluppi  
BA English  
University of Pittsburgh at Johnstown

**Betty Virtus**  
Conference Specialist  
Reports to David London  
BS Spanish/International Studies  
Indiana University of Pennsylvania

**Zilda Wisnik**  
Conference Specialist  
Reports to David London  
BS Computer Science  
Universidade de Sao Carlos

**InComm**  
**Kristen Errico**  
Director, Special Services/Unified  
Communications  
Reports to David Wright  
BA Broadcasting  
Montclair State University

**Benedetto Napoleone**  
Account Manager  
Reports to Jack Martin  
BA Communication Studies  
East Stroudsburg University

**Did you know?**  
In 1998, 90% of pagers were disabled  
because of the Solar Flare.

**Australia**  
**Kayleigh Lind**  
 Conference Specialist

**Brian McAuliffe**  
 Conference Specialist

**Gemma Murphy**  
 Operations Support

**Julie Pike**  
 Conference Specialist

**Brazil**  
**Tamires Batista de Oliveira**  
 Administrative Assistant

**Marcos Beraldo**  
 Jr Sales Manager - Rio

**Paula Silva Carrilho**  
 Conference Assistant

**Cristiana Viana Pereira**  
 Conference Assistant-Portuguese

**Canada**  
**Mila Dietz**  
 Accountant/Conference Specialist

**Greece**  
**Ilias Filippas**  
 Media Services Specialist/Office Administration

**Germany**  
**Patrick Wright**  
 Conference Specialist

**India**  
**Margreth Basaiawmoit** Conference Specialist

**Vishwajeet Dutta**  
 Executive - Collections

**Keith Fernandes**  
 Executive- Bridge Monitoring

**Mahip Gada**  
 Reservation Specialist

**Kanishk Gaurkar**  
 Executive- Collections

**Chandan Gokhru**  
 Senior Executive

**Keith Gomes**  
 Senior Executive

**Mire Mullick**  
 Executive- Technical and Infrastructure

**Shreya Palkar**  
 Executive- Bridge Monitoring

**Sujatha Prasanna**  
 Senior Account Manager

**Swapnil Rankhambe**  
 Video Conference Specialist

**Zaid Shaikh**  
 Conference Specialist

**Sweta Tambe**  
 Billing Executive

**Italy**  
**Ae.Net**  
**Marco Scappagnini**  
 General Manager

**New Zealand**  
**Mireille Wright**  
 Sales Manager

**South Africa**  
 Sean Nieuwoudt  
 Conference Specialist/ IT Support



**A visit to Conference Call do Brasil**



*Kneeling, left to right; Sil Ninin, Moises Pinheiro, Fabiana Allen, Fabio Madeira, Tamires de Oliverio, Sumei Moy. Standing, left to right: Priscila Donegatti, Alessandra Ferreira, Mari de Cezar, Rosanna Curcio, Marta Begalli, Gordon Scherer, Elenilde Silva, Mariane Silva, Ricardo Santos, Marcella Souza, Cristiana Pereira, Marco Casini, Andrea Guerra, Natalie Simoes, Giorgio Coraluppi, Christopher Potter. (Picture taken in 2013)*

**Switzerland**  
 Sharihan Haddad  
 Conference Specialist

**Congratulations!**

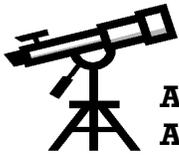


To **Silveria Ninin (Chorus Call do Brasil)** and her husband Alexandre Camargo Mendes on the birth of their daughter Nina born September 9, 2014

To **Sabina Coraluppi (Chorus Call USA)** on her appointment to the 2014/2015 American Telemedicine Association (ATA) Industry Council Executive Committee.

**Did you know?**

Our Communications, Federal and Video Divisions have open positions! Do you know people with Java experience looking for a challenging career? Have them apply directly at: [www.compunetix.com/careers](http://www.compunetix.com/careers)



**A Closer Look At  
Anne Fink**

For many, Anne Fink is the face of Compunetix. She is also the friendly voice. She has had the pleasure of being the front-desk Receptionist for the companies twice, the first time from 1997 until 2007 and again beginning in 2011. In the interim, she accompanied her husband John to the warmer climate of Mooresville, North Carolina.

Not long after settling in Mooresville, both Anne and John realized they wanted to return to Pittsburgh. They were disappointed in the traffic, the people and yes, even the weather. Anne missed the northern seasons and, of all things, the smell of Fall leaves.

But the journey wasn't without reward. Anne returned with renewed enthusiasm, eager to work at Compunetix again. She claims that Compunetix has "many opportunities and luxuries that other companies don't offer." Anne says, "Both the employees and the customers treat me like a member of their families."

For the twenty years or so before joining Compunetix, Anne lived in Ohio working at a travel agency. She enjoyed lavish perks including many free trips. And speaking of travel, for years Anne spent much of her leisure time flying to various places in her husband's airplane. Since selling the plane, she and John have settled in the Totteridge golf community where she spends much of her spare time in the kitchen. Cooking and visiting her children and grandchildren keep her very busy.



**Good Luck, Jerry!**

On August 1, 2014, after 18+ years as Facilities Manager at Compunetix, Jerrold Robison retired. Senior Vice President and Instrumentation Systems Division Manager, Joe Kasunich, presented Jerry with a plaque, inscribed with the following heartfelt message:

*In appreciation for over eighteen years of service. Best wishes as you pursue your retirement dreams.*

We all thank Jerry for the many great things he accomplished.



Joe presenting Jerry with the plaque.



Jerry being congratulated by President and CEO, Giorgio Coraluppi.



The Flags of Chorus Call

**compunetix**

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The Horse's Mouth is published by **compunetix, compunetics, sonexis and chorus call** for the benefit of its employees and friends.

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