

# The Horse's Mouth

compunetics / compunetix / chorus call *UPDATE*

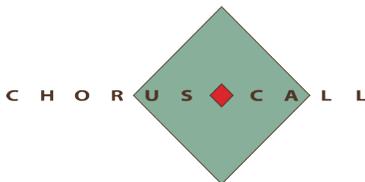
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## compunetix

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### More News Less Paper.

To request your copy of The Horse's Mouth via e-mail, please send an e-mail, with Horse's Mouth in the subject line, to:

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



### Company Kitchen: An On-Site Market Place

By Dave Jones

The Company headquarters has undergone many exciting updates recently. This year, new air compressors, an additional Conformal Coating production line and a new test chamber with expanded capabilities were installed. Also during this time, the exterior of the building and parking garage were painted, new carpeting was placed throughout the facility, and many small projects, too numerous to list, were accomplished.

We wanted to be ambitious and make a dramatic change to an area that all employees would benefit from and enjoy. So, we decided to renovate the lunchroom. A lunchroom committee was formed to exchange ideas, discuss flooring, review paint samples and agree on details.

One thing everyone on the committee agreed on, was that the traditional break room vending machines needed to go. We invited representatives from several micro-markets to visit and explain the self-serve trend and answer our seemingly endless questions. Everyone on the committee became very excited about the micro-market concept.

All food and beverages will be attractively displayed in accessible open coolers and fixtures. Employees will be able to pick up each item, look it over, check nutritional information, and if they like what they see, scan the item at the Kiosk to purchase.

After meeting with the different micro-market representatives, the committee agreed that fresh, locally made food would be the key to success. It became apparent that a Company Kitchen micro-market, offered by Laurel Food Systems, would be a perfect fit. Company Kitchen (CK), the only one making food locally, offers a complete line of salads, vegetables, sandwiches, fruit juices, healthy snacks and so much more.

Flyers have been posted with details about the CK installation. Representatives will be here to answer questions, demonstrate how to 'shop and scan', and provide CK cards to all those who are interested. With CK cards, employees receive special offers and incentives, and also have the ability to track purchases and nutritional information. More information is available on the CK web site.



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)



**HD Voice Collaboration App**

Compunetix is pleased to announce the release of its new high definition voice collaboration app – available now for free in the Apple® iTunes® App Store®. This unique tool facilitates clear, concise collaboration between participants with just a touch of a button, minimizing conferencing complexities and maximizing the auditory experience. This encrypted IP-based calling app delivers HD meeting audio in a seamless and powerful new user experience. The app’s quick integration into your device environment allows it to work smoothly in the background to elevate the audio experience to Olympus-sized levels. It is ideal for mission critical environments and collaboration service providers alike. Those currently utilizing the Summit® Olympus™ UC platform can contact their Account Managers for upgrade specifics.

High definition (HD), or wideband, audio allows for a significantly enhanced experience for the conferencing end user. Much like the difference between SD and HD video, high definition voice takes group communication to a completely new level. Suddenly, everyone in the conference sounds like they are sitting in the same room, with HD-quality audio supplying the high and low frequencies that add depth to conversational voice. The wider range allows users to better comprehend speech, especially hard consonant sounds such as T, K, S and P; greatly improves intelligibility of non-native language speakers; and reduces fatigue with nearly double the frequency range.

“Our new one-click application for encrypted HD voice takes conference calls to the next level of technological sophistication, providing a tangible value that users notice from the very first time they experience it,” said Gerard Pompa, Compunetix Senior

Vice President and Manager of the Communications Systems Division. “Once you try encrypted HD you won’t want to go back!”

The application is available for download now for Apple® iPhone® environments; simply search for “Compunetix Olympus HD.” It will be ready for Android™ platforms in Fall 2016.



**EVERGREEN**

**Big Success With Evergreen**

Compunetix announced that Chorus Call Asia has been using the EVERGREEN™ family of MCUs in their service bureau to create a new benchmark in collaboration – massive video conferencing. As mobile video use grows, reliable, massive events that connect legacy, desktop and mobile participants is an expanding part of the new workplace.

“Chorus Call Asia takes full advantage of the massive conferencing capabilities for which the EVERGREEN family of MCUs was designed. We feel very proud of the success that they are seeing as they continue to push our modern workplace solutions to meet the very demanding conferencing and collaboration requirements of the Japanese market,” stated Jim Klueber, Division Manager for the Video Systems Division at Compunetix.

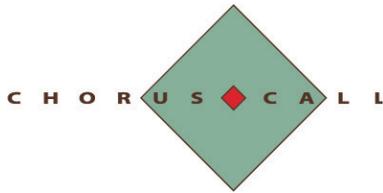
Chorus Call Asia has deployed the EVERGREEN in both public and private data centers where they offer a full suite of conferencing and collaboration services to their clients. Tadao Kondo, President of Chorus Call Asia notes, “In our general services data center, we frequently support 200 to 300 or more party video conference calls for some of our larger customers using the EVERGREEN. We searched and found no other platform on the market that would allow us to host such events. Not only do we handle very large conferences, but we also support very high volumes of conferences on our EVERGREEN systems as well. During the month of April 2016, at one of our privately managed service customers, we provided more than 4200 video conferences on their system.”

Chorus Call Asia is planning further growth of their EVERGREEN systems in the coming months to meet their growing customer base. Compunetix released the EVERGREEN family of MCUs in 2010 and it has become the most massively scalable MCU platform on the market. Chorus Call Asia and other service providers are choosing Compunetix because of the commitment to conferencing and collaboration, complete spectrum of deployment options, and market longevity.

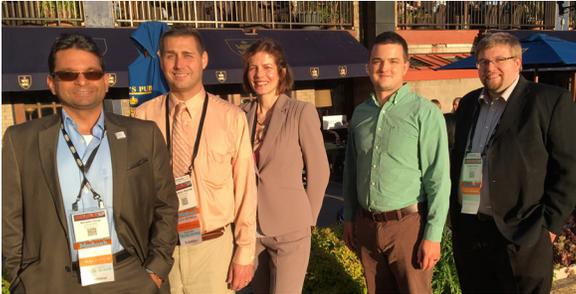


**Did you know?**

The word robot comes from the Czech “robota“. This literally translates into forced labor, or work.



## ATA 2016 Tradeshow By Robert Kerr



From left to right; Alvaro Cruz, Jonathan Raynak, Sabina Coraluppi, Gordon Mann and Robert Kerr.

The American Telemedicine Association [ATA] Tradeshow kicked off this year on Sunday May 15th and ran through Tuesday May 17th. In attendance from Chorus Call were Sabina Coraluppi (Director of Operations), Jonathan Raynak (Video Account Executive), Robert Kerr (Video Conferencing Specialist), and - for the closing networking event - Gordon Mann (Media Applications Coordinator). This year's Chorus Call team was also accompanied by Alvaro Cruz (VSD Account Manager) representing Compunetix.

Chorus Call has been attending the ATA show for over ten years and many of Chorus Call's clients attend this conference as well. This gives Chorus Call and its clients an easy way to maintain a presence and learn about new technologies being developed in the telemedicine industry. As this was my first visit to the ATA show, it proved to be a unique experience with opportunities to learn about telemedicine and its increasing number of applications.

At the show, I spoke with developers of conferencing endpoint technology and medical devices that utilize video. I also participated in seminars covering the applications of technology for

future uses in telemedicine. As a video conferencing specialist, this allowed me to really see how new technology fits into the context of Chorus Call's assisted video bridging services.

After attending the show, it is easy to see how Chorus Call is poised for growth in a new market that is saturated with unassisted conferencing service providers. I think this is where Chorus Call clearly differentiates itself from its competitors, by applying our signature beginning-to-end customer service to all of our clients' conferencing needs. Overall, the ATA show was a great way to learn about the telemedicine industry and it will be very exciting to see what new technology developments next year's ATA show has in store.

## compunetix



## Homerun!

Former center fielder for the Pittsburgh Pirates, Omar Moreno, stopped by Compunetix. During his very informative visit, we learned how the Pittsburgh Pirates are using video within their organization. We explored how the Compunetix video solution might help the Pirates achieve their video goals. After a hectic morning of autograph signing and touring the office, VSD's AlvaroCruz noted, "Mr. Moreno was very impressed by the amount of technology Compunetix provides to the world."



Omar Moreno and Michael Palguta.



From left to right: Jim Klueber, Alvaro Cruz, Omar Moreno, John Gilmour, Robert Haley and Michael Palguta.



differences between standard definition and HD Voice collaboration. This session was presented by Chorus Call Account Executives, Denielle Garris, Dan Best and Bill Kilgour

For the second, Secure Collaboration, VSD Division Manager, Jim Klueber and VP and FSD Division Manager, Mike Hockenberry, provided a tour through the labs to discuss some of the latest products and solutions delivering secure collaboration across circuit and packet based networks.

And finally, the third session, Advanced HD Video Conferencing included a demonstration of the new Video MCU and its high definition capabilities along with a general overview of video conferencing. This session was presented by Chorus Call Video Operations Supervisor, Chris Bordone,

and Account Executive Jonathan Raynak with the video bridge being operated by Conference Specialist Robert Kerr.



## Hosting APICS By Jonathan Raynak

On Wednesday, May 11th, Chorus Call and Compunetix hosted the APICS Pittsburgh Chapter Professional Development Meeting. APICS – The Association for Operations Management is the global leader and premier source of the body of knowledge in operations management, including production, inventory, supply chain, materials management, purchasing, and logistics.

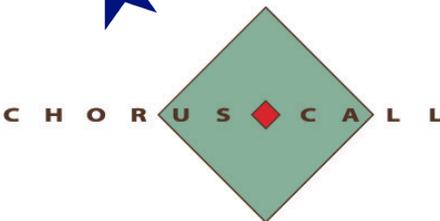
The evening kicked off with an introduction/overview of Chorus Call and Compunetix presented by Chorus Call Director of Operations, Sabina Coraluppi, Director of Business Development, Jason Leventon, and Compunetix Senior VP and CSD Division Manager, Jerry Pompa. The event continued with interactive demonstrations which proved to be informative, educational and exciting for the APICS members.

The evening demonstrations consisted of three stations. The first, HD Voice and Quality Collaboration, showcased the

The setting was unique in style as each demonstration was presented three times so that the groups could be limited in size and allow for more conversation and inter activity. After the demonstrations and presentations were complete, dinner followed allowing for additional question and answer and networking opportunities.

After the APICS meeting we received positive comments and feedback from the APICS Chapter. MSA board member, Wendy Serapiglia stated, “I can say that your company truly did an excellent job of hosting. Your attention to detail, thoughtfulness and generosity was very much appreciated. The gift bags and centerpieces added a special touch.”

A huge thank you to everyone involved. From planning, to logistics, from set-up, escorting guests, preparing PowerPoint slides, to organizing demonstrations and so forth – Thank You!



## Fireworks at Chorus Call

Thanks to Jessica DeVito in our New Jersey office for submitting this amazing photo. One of her associates took this picture of a neighboring town's Independence Day celebration. The reflection in the InComm windows makes it appear as if fireworks were going off in the middle of the office! As Jessica said, “This kind of excitement doesn't happen every day”!

### Did you know?

A vector graphic is a type of image comprised of paths rather than dots.



**Welcome New Employees**



**Shahid Khan**

Software Engineer, CSD  
Reports to Ferhat Cakrak  
BS Electrical Engineering  
Univ of Illinois at Urbana-Champaign

**Jeffrey Wheeler**

Mathematician  
Reports to Giorgio Coraluppi  
PhD Combinatorial Number Theory  
University of Memphis

**Adam Williams**

Mathematician  
Reports to Giorgio Coraluppi  
MS Mathematical Sciences  
Carnegie Mellon University



**Burhan Capar**

General Manager  
Reports to Joe Kasunich  
BS Electrical Engineering  
SUNY at New Paltz

**Nicholas Scibilia**

Product Engineer  
Reports to Gerry Glatz  
BS Mechanical Engineering  
Michigan State University



**Victoria Plack**

Inside Sales Account Manager  
Reports to Dan Watkins  
BA Advertising/PR and Psychology  
Duquesne University

**Did you know?**

The purpose of Windows' ICF feature is to protect computers from unauthorized access over the Internet.

C H O R U S C A L L



**USA**

**Aaronson Bell**  
Conference Specialist  
Reports to David London  
BA Musical Studies  
Oberlin College

**Tanner Mesing**

Video Conference Specialist  
Reports to Chris Bordone  
BA Media Communications  
Thiel College

**Austin Harnish**

Conference Specialist  
Reports to David London  
BS Communications Media  
Indiana University of Pennsylvania

**Nicole Lang**

Conference Specialist  
Reports to David London  
BS Education  
Indiana University of Pennsylvania

**InComm**

**Shohail Malji**  
Conference Specialist  
Reports to David Wright  
BS Political Science  
Rutgers University

**Australia**

**Nikalas Kaine**  
Technical Engineer

**Sharna Jones**

Operations Support

**Alexandra Rohde**

Operations Support

**Victoria Trevaskus**

Sales Support

**Canada**

**Gitica Makhnotra**  
Conference Specialist & Sales Assistant

**Greece**

**Dionissis Zervas**  
Sales Engineer-Business Development

**India**

**Bharti Mirajkar**  
Senior Executive-Collections

**Caitan Fernandes**

Reservation Specialist

**Aditya Shirodkar**

Reservation Specialist

**Shweta Mohogaoker**

Reservation Specialist

**Stanford D'souza**

Conference Specialist

**Prakash Gurav**

Senior Executive-Collections

**Mohd Bilal**

Reservation Specialist

**Rohan Mehta**

Conference Specialist

**Pallavi Darekar**

Reservation Specialist

**Italy**

**Judit Hajnal**  
Conference Specialist

**South Africa**

**Irene Du Plessis**  
Operational Support

**Congratulations!**

To Ashley and **Mark Husarik (PCB)** on the birth of their son, Ethan, born May 3, 2016.



To Rachel and **Ben Neale (Chorus Call Canada)** on the birth of their son, Ethan, born May 30, 2016.

To Drasko and **Anastasia Profirovic (Chorus Call Canada)** on the birth of their daughter, Kira, born September 15, 2016.



To **Arianna Pavanelli (Chorus Call Italia)** and Edoardo Taetti on their marriage, June 4, 2016.

To **Marco Gobbo (Chorus Call Italia)** and Valeria Di Padova Bleu on their marriage, June 11, 2016.





**A Closer Look At David London**

David London joined the Chorus Call team in November of 1998. Almost eighteen years later, his role as Supervisor of Assisted Conferencing keeps him very busy. Dave supervises the Conference Specialists and is accountable for assisted conferences, ensuring that they run smoothly. Dave takes pride in improving processes and procedures, coordinating and assisting with off-hour scheduling needs and overseeing the events of our clients.

Dave's favorite part of the job is the opportunity to use his skills to solve problems and communicate well with his colleagues. He notes that working in Operations offers "more opportunities per hour to improve efficiency and learn from mistakes than many occupations have in a week". Dave commented that since customers are often self-sufficient, when they call, it's often for more complex issues. Dave enjoys providing guidance to them and working as part of a team to achieve goals with his coworkers.

Dave grew up in the Pittsburgh area and has lived here his entire life. He received a degree in Business Management from Davis & Elkins College in WV and played basketball there. He truly loved living in the middle of the state . . . in the middle of nowhere! When his schedule permits, Dave enjoys golfing, one of his favorite leisure activities.

One year, about a month before the Pittsburgh Marathon was set to take place, a friend challenged Dave to run it. The wager? A case of beer. With no training, Dave ran (& finished!!) the marathon. Dave mentioned that after the race, he had about a week to enjoy his prize because, as he joked, "I was unable to move a limb."



**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.



**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.



**Did you know?**

The purpose of the trackback protocol is to notify webmasters when others sites link back to their sites.



The Flags of Chorus Call

**compunetix**

**compunetics**

**sonexis™**



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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