

# NEWS RELEASE

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## **Clarus Systems Takes Integrated Management and Testing Solutions to the Contact Center through Strategic Partnership with IQ Services**

*IQ Services Reselling ClarusIPC® and ClarusIPC® Plus+ to its Contact Center Clients*

**REDWOOD SHORES, Calif & NASHVILLE, Tenn - (October 2, 2007)** - Clarus Systems, Inc., a leading provider of integrated management and testing solutions for IP Communication deployments, upgrades and transformations, today announced a collaborative partnership with IQ Services, a leading service provider of comprehensive contact center testing and monitoring services. Under this complementary reseller agreement, IQ Services will resell ClarusIPC®, and Clarus Systems will offer IQ Services' contact center testing and availability monitoring services. Both companies will collaborate to deliver their respective solutions to enhance end-to-end IP Telephony lifecycle management within the contact center.

"We are pleased to leverage our decade of contact center expertise in a mutually beneficial partnership with Clarus Systems," said Jim Jenkins, CEO of IQ Services. "We look forward to adding ClarusIPC to our strategic offerings which will give clients business-critical validation and certification before and after business solutions are deployed. Our collective goal is to ensure a positive end-user experience by demonstrating and documenting performance, resulting in confidence that business solutions are meeting their objectives."

Clarus Systems recently announced the new ClarusIPC Plus+ which includes a Voice Monitor module to help users monitor voice quality, service availability, and security conditions through the use of a sophisticated rules and policy engine. The ClarusIPC management application is utilized by enterprises, systems integrators and managed service providers (MSPs) and enables organizations to reduce risk throughout the various phases of an IP Telephony deployment's life cycle.

"Our partnership with IQ Services is a win-win on so many levels as it gives us entrée into the contact center space by leveraging the expertise of a proven and trusted partner that can pave the way for our highly flexible and scalable ClarusIPC solutions within that environment," said Brendan F. Reidy, President and CEO of Clarus Systems. "We've identified numerous synergies with IQ Services as its call load, call path and routing capabilities complement our new Voice Monitor and extend its functionality to monitor heavy call loads without impacting voice quality."

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Through this partnership, IQ Services and Clarus Systems will develop additional services built on the strength of their combined capabilities. “We also share parallel philosophic methodologies to defining our end-user approach,” added Reidy. “IQ Services targets its clients’ end customers while Clarus Systems focuses on the employees of its customers.”

According to Reidy, the partnership also reinforces Clarus Systems four pillars that apply across all phases of an IP telephony deployments lifecycle:

1. Automated Testing
2. Troubleshooting/Diagnostics
3. Business Intelligence/Reporting
4. Passive Monitoring through Voice Monitor

### **About Clarus Systems, Inc.**

Clarus Systems, Inc. ([www.clarussystems.com](http://www.clarussystems.com)) provides integrated management and testing solutions for IP Communication deployments, upgrades and transformations for Global 2000 enterprises, system integrators, and managed service providers. Privately held and based in Redwood City, Calif., Clarus Systems is widely recognized for its award-winning application, ClarusIPC®, which maximizes system availability and performance through automated, end-to-end testing, certification, reporting, troubleshooting, and operations management. With over 350,000 devices tested, Clarus Systems’ solutions ensure ongoing, validated telephony environments that can serve as the foundation for unified communications. The company attributes its success to its roster of elite customers in the financial services, energy, and public sector market segments.

### **About IQ Services**

IQ Services ([www.iq-services.com](http://www.iq-services.com)) is a leader in performance testing, load testing, function testing and availability monitoring for contact center and e-commerce business solutions. Contact center managers turn to IQ Services when they need confidence that their contact centers and e-commerce solutions will withstand the stress of real-world use — and will continue to perform as expected in a constantly evolving, dynamic production environment. Since 1996, the company has tested hundreds of contact centers, as well as voice and Web applications, for companies small and large, including many of the Fortune 500. Contact center managers rely on IQ Services for load testing, availability monitoring, and specialized testing and professional services.

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