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September 16, 2008

SIP Print Unveils Affordable SIP-Compliant VoIP Call Recording Products for SMBs

By [Michael Dinan](#)  
TMCnet Editor

A Westlake Village, California-based company that creates affordable VoIP applications for SMBs is announcing today the general availability of its flagship call recording appliances. Officials at [SIP Print](#) say the products are designed to offer hassle-free installation, straightforward maintenance and simple operation for SMB users.

According to Chief Executive Officer Don Palmer, it's critical for the SMBs that form the global economy's backbone to be able to record some or all of their phone conversations. "Other providers claim to support SIP calls, but their solutions are either prohibitively expensive for SMBs, or they provide clumsy PC-based recordings at the handset," Palmer said. "There seems to be little doubt that we are in the right place at the right time, with a pure SIP call recording platform that virtually every business can afford."

SIP Print's products – to be showcased at the [Internet Telephony Conference & Expo in Los Angeles](#) next week – are widely hailed by industry insiders as valuable contributions at a time when efficient and cost-effective operations are key to surviving and thriving in a slower economy. [As TMC President and Group Editor-in-Chief Rich Tehrani said](#) of SIP Print's offerings – by way of praising the company's Chief Technical Officer Jonathan Fuld, [who will talk about the benefits of VoIP-enabled recording at ITEXPO](#), at 11 a.m. on Wednesday, Sept. 17 – widespread deployment of IP communications service by global service providers, businesses and governments "has reinforced that this exciting technology is a viable, cost-effective communications solution."

"As a result, we are seeing a significant number of senior-level executives attending (ITEXPO [\(News - Alert\)](#)) as a means of learning about the technology so that they can leverage many its benefits," Therani said.

Industry insiders praise SIP technologies as a way to achieve flexible VoIP systems and cost-savings amid rapidly evolving IP telephony systems. Without products such as SIP Print's call-recording line, company officials say, smaller organizations couldn't afford to record for purposes of training, quality assurance customer satisfaction – a sore need for call centers and other businesses.

One distributor of SIP Print products, Vital Communications Chief Executive Officer Walter B [\(News - Alert\)](#). Maclay, said it's vital not only to have call recording capability, but to comply with strict regulations on the technology.

"Until today, small and medium sized firms were shut out of the market for SIP call recording solutions by prices that seem excessive for even the largest companies," Maclay said. "Now, SIP Print is delivering truly superior, full-featured, SIP-compliant recording appliances to these companies at a price that is a fraction of the cost of available options. There is simply no question that the market is ready for a solution like SIP Print."

Available now through SIP Print's Reseller Network, the appliances offer full functionality for SIP-enabled systems as well as systems utilizing SIP trunks or a SIP interface on hybrid phone systems.

Models are fully compatible with many leading VoIP phone systems, company officials say, including those from Allworx, Aastralink, Alligen, Avaya IP Office, Avaya Distributed Office, Cisco, Fonalta [\(News - Alert\)](#), Mitel, NEC 8100, NEC 8300, Nortel, ShoreTel, Toshiba, Zultys and 3Com.

*Learn more about SIP Print at [Internet Telephony Conference & EXPO](#) — the biggest and most comprehensive IP communications event of the year. ITEXPO will take place in Los Angeles, California, September 16-18, 2008, featuring three valuable days of exhibits, conferences, and networking opportunities you can't afford to miss. Visit SIP Print at booth #444 in the exhibit hall. Don't wait. [Register now!](#)*

*[Michael Dinan](#) is a contributing editor for TMCnet, covering news in the IP communications, call center and customer relationship management industries. To read more of Michael's articles, please visit his [columnist page](#).*

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