



# Press Release

## **New Alliance between IBM and Ydilo**

***Ydilo has become an IBM Business Partner to best serve its customers with advanced speech-enabled solutions, incorporating WebSphere Voice Server into their speech recognition solution.***

Madrid, 8<sup>th</sup> October, 2008.

Ydilo is pleased to announce that it has become an IBM Business Partner for the WebSphere® Voice Server product. The company has just recently signed the OEM agreement with IBM that enables them to incorporate the WebSphere Voice Server technology into their speech-enabled solutions. Ydilo believes that both existing and new customers of its repertoire of speech recognition solutions stand to profit enormously from this new alliance.

Leveraging the state-of-the-art technologies is an integral part of the Ydilo strategy to provide advanced speech recognition solutions. In fact, Ydilo has established a solid track record over many years for always being on the look out for the most advanced voice technologies of all kinds that are robust and reliable to integrate into their speech recognition solutions. Ydilo currently operates more than 3,000 ports with natural language recognition attending over 130 million calls annually for some of the largest telecoms operators, banking entities, public administrations and industrial enterprises in Spain.

As part of our strategy, Ydilo is continually extending the range of their offering to the market to better accommodate to the needs of our clients and prospects interested in speech recognition solutions. Becoming an IBM Business Partner and embedding the IBM WebSphere Voice Server for multi-platforms into Ydilo's solution is an important step in this direction that complements our vision.

The IBM WebSphere Voice Server product as part of an Ydilo solution helps organizations deliver voice-based information to their end users quickly and easily. It offers access to applications through natural voice input and output based on the latest speech recognition developments in grammar and synthesis technologies.

As IBM WebSphere Voice Server also adheres to industry standards, it offers Ydilo a great degree of flexibility for designing customer-specific speech recognition solutions using the tools available and creating new speech-enabled applications or voice interfaces to existing applications.

The advanced voice-enabled Ydilo applications give customers, employees and suppliers more flexible access to information and services. By leveraging third party voice servers of this kind with Ydilo solutions also helps enable effective cost management and application deployment schedules for enterprises.

As an IBM Business Partner, Ydilo has continuous access to the relevant and most up-to-date product information and services on IBM Websphere Voice Server for best sizing enterprise licensing needs for their customer-specific voice solutions, saving time and costs for the enterprises. Ydilo offers enterprises complete management of the corporate infrastructure required for their customer-specific speech recognition solutions without resorting to additional resources for managing software acquisitions to support their corporate business processes.

### **YDILo ADVANCED VOICE SOLUTIONS, S.A.**



Just as Juan José Martínez, VP for Marketing and Alliances clearly stated, “This new relationship between IBM and Ydilo reinforces our commitment to our clients who will be reassured by the state-of-the-art calibre of the voice technology Ydilo solutions leverage to address their business needs.”

The alliance between IBM and Ydilo offers clients better opportunities for using advanced speech recognition solutions to the best advantage with the latest technology for voice servers, together with customized speech recognition solutions and also facilitating IT infrastructure management with greater cost efficiency. The end users of our clients will reap the benefits of improved quality of service from our speech-enabled solutions and the faster turnaround responses to their queries.

**About IBM**

For more information on IBM, please visit <http://www.ibm.com>

**About YDILO AVS**

Ydilo is the leading company in solutions for Contact Centres and Managed Services through advanced voice recognition technologies in Europe. Ydilo supplies telecommunications operators and large corporations with universal multichannel solutions to manage client relations, business processes and extend the availability of their products/services through voice. These solutions have been internationally recognized on numerous occasions for their high level of quality and usability.

**Contact**

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**YDILO ADVANCED VOICE SOLUTIONS, S.A.**