



Contact: Arthur Sirota
(929) 507-1520

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Logicom Announces the Availability of Voicemail Transcription Integration Services with Mutare, Inc.

New York, NY.--(BUSINESS WIRE)—January 12, 2021—Logicom, a leading provider of next-generation Software-as-a-Service (SaaS) solutions, announced today the availability of voicemail transcription software integration efforts with Mutare, Inc..

Logicom and Mutare have built the software integration services to benefit their carrier customers. The two companies have jointly developed an API to electronically exchange information between their applications to facilitate the exchange of information and transcription data. The new services are immediately available for deployment and customer use.

Logicom's Cisco BroadWorks Management Portal records and manages customer Voicemail recordings for tens of thousands of end-user customers. With the new Voicemail Transcription Integration Service, Voicemails recorded on Logicom's portal can now also see a highly accurate and written transcriptions utilizing a simple workflow with Mutare's Voicemail Transcription Service “

This creates a single place to provision all user services inside the Logicom portal without the need to access multiple and additional provisioning portals. Mutare has added the necessary code to their application to enable Logicom to use Mutare's Voicemail Transcriptions and as a result Logicom can display on their user's portal and archive them.

“Logicom's Management Portal for Cisco BroadWorks providers has been popular with a large number of telecommunications carriers. We are constantly working on improving the functionality of our portal for our customers,” said Irena Reznik, COO of Logicom. “Adding a voicemail transcription capability from Mutare adds a major new feature and saves money for our customers.”

“Mutare provides the back-end speech to text solution to dozens of Cisco BroadWorks based Service Providers said Aaron Klein, Carrier Account Director of Mutare. “This new integration allows our customers to easily provision end-users saving valuable time and resources.”

About Logicom

Logicom, headquartered in New York City, is a nationwide provider of SaaS solutions, featuring a white-label customizable portal providing the management of Cisco BroadWorks infrastructure for service providers and end-users. By leveraging Logicom's portal, service providers gain a competitive edge with an ease to use and highly versatile management tool for their Cisco BroadWorks environment.

MEDIA CONTACT
Arthur Sirota
Email: arthur.sirota@logicomsoft.com
Phone: (646) 485-2553

About Mutare, Inc.

For three decades, Mutare has been empowering organizations to re-imagine a better way to connect. Today, through our transformative digital voice and text messaging solutions, we make communications with colleagues, customers and prospects simple, secure and effective. And that means more time and less stress for your employees, a more positive experience for your customers, and improved bottom line results for your organization. Our forward-looking leadership team is made up of dedicated, focused and experienced people who care about transforming business communications and improving the lives of others. Ultimately, we are dedicated to make a difference for all our stakeholders – team members, customers, partners and communities. We are changemakers. For more information about our carrier services, please visit us at <https://www.mutare.com/carriers/>

MEDIA CONTACT

Chuck French

Chief Growth Officer

cfrench@mutare.com

Phone: (847) 496-9006

<https://www.mutare.com/>