What's New

digium®
The Asterisk Company

Digium® Makes Gartner's Magic Quadrant Report

Digium, Inc., has been positioned in the Visionaries quadrant of Gartner's Magic Quadrant for Corporate Telephony report. The evaluation is recognition by one of the world's most well-respected research firms. Based in Huntsville Alabama, Digium believes this is further proof of Digium's leading role in the open source telecom industry.

"As companies embrace unified communications solutions, more and more businesses are turning to open source-based technology for its flexibility and customization," said Danny Windham, chief executive officer of Digium. "We are pleased that Gartner has positioned Digium in the Visionaries quadrant and believe they did so for our continued innovation in delivering the future of telephony to companies across industries of all sizes."

Digium has rapidly grown over the past 10 years to challenge larger, long-established competitors. Asterisk allows companies to adopt corporate phone systems that are easier to customize and cost a fraction of traditional proprietary systems. The market for products and services based upon open source telephony and specifically, Asterisk-based solutions continues to gain momentum worldwide. Digium created, leads and coordinates the ongoing development of Asterisk, the world's most successful open source communications project.

Digium® Announces New Reseller Tier

Affiliate Partner Level Provides Easy Entry into Digium's Award-winning Program

Digium, Inc., has added an Affiliate partnership level to the company's Authorized Reseller Partner Program. This new Affiliate level provides an entry-level tier for resellers who are interested in selling Digium Unified Communications and IP Telephony solutions, without a required minimum annual revenue commitment.

Affiliate partners will have access to Digium's ongoing partner communications, as well as the partner portal, which includes marketing toolkits, videos and sales and technical training. As partners migrate to the higher levels in the program, Registered and Select, Digium provides greater benefits, including discounts, demo kits, sales and marketing support and enhanced technical and sales training. This tiered approach is designed to help partners grow their businesses with Digium's Switchvox VoIP phone system and Asterisk custom telephony solutions.

"Digium is committed to providing our partners with an easy way to get started in the growing Unified Communication and IP telephony market," said Jim Butler, Digium's director of worldwide channel sales. "This new Affiliate level gives us the opportunity to expand and grow our partner base and offer more flexibility within our program. This is the first of many enhancements we are making to our partner program, with our focus on making Digium the first choice for partners interested in growing a profitable business with our award-winning unified communications platform."

Digium is actively recruiting new partners to join its program. More details can be found at www.digium.com/ucpartner.

Digium® Appoints VP of Operations and Quality

Steve Burcham has been named VP of Operations and Quality. Since joining Digium in May 2008, Burcham has served as Director of Customer Quality. In this role he led efforts to improve Digium's quality management system by implementing processes and procedures leading to ISO 9001 certification. In addition, Burcham introduced and implemented Lean manufacturing concepts that are driving quality process improvements, resulting in increased productivity and reductions in customer returns and warranty costs. As Vice President of Operations and Quality, Burcham's responsibilities will now include manufacturing, operations, IT, quality and customer technical support.

Prior to joining Digium, Burcham served in several executive roles in the automotive industry, including Director of Operations for Siemens VDO Automotive, where he was responsible for over $1 billion in revenue and overseeing more than 1,700 employees. Prior to Siemens, Burcham held executive manufacturing and engineering positions at Chrysler Motors.

"Digium is committed to providing products that meet or exceed our customers' expectations. The attention to detail in our product design process combined with an extensive focus on monitoring, measurement and failure analysis allows us to deliver world-class communications solutions," said Danny Windham, Digium's chief executive officer. "The appointment of Steve Burcham, given his background and expertise in high-volume, mission-critical electronic systems, reinforces Digium's philosophy of continuous improvement in the areas of product quality and customer satisfaction."

"Digium has a unique culture, an extremely talented workforce, dedicated partners and an award-winning product portfolio," said Burcham. "I'm excited to have the opportunity to work with the Digium team and our global partners in pursuit of our goals of 100% customer satisfaction and taking our businesses to the next level."

Burcham holds a Master of Business Administration degree from Auburn University and a Bachelor's degree in Electrical and Computer Engineering from the University of Alabama in Huntsville. He resides in Madison, Alabama, with his wife and three daughters. Burcham is involved in many community groups, including the Madison YMCA Building Committee, Asbury Methodist Church Building Committee, Madison Optimist Club and is an alumnus of the Huntsville/Madison County Chamber of Commerce Leadership.

Ecosystem News

Digium Partner Program

Siemens Enterprise Communications is partnering with Digium to deliver integrated, open IP communications solution for a German insurance group.

Incendonet, Inc., a leading provider of speech recognition solutions for the enterprise, has announced that companies using Asterisk for their IP-PBX communications needs can now add speech recognition-based solutions in a plug and play manner to improve customer service, reduce operating costs and increase mobile worker productivity with Incendonet's SpeechBridge®.

Vestec and Digium have partnered to offer full-featured, low-priced speech recognition for Asterisk.

Digium and **Foehn** have expanded their partnership to bring communications solutions based on open source Asterisk to the U.K. and throughout Europe.

TeleMatrix, Inc., a leading manufacturer of SIP telephone sets, has announced an interoperability partnership that provides Asterisk dealers and developers with a wide variety of new SIP and DECT SIP telephone solutions for hotel guestroom applications.

digium
Asterisk World
SOLD OUT!

In recent weeks, Digium|Asterisk World organizer TMC was forced to expand the exhibit showcase as all 16 spaces originally allocated sold. In addition to Digium, there are now 21 companies participating.

Freeside Internet Services • TransNexus Redfone Communications • ListYourNumber Aksys Networks Inc • Xorcom • Asteria Coredial • Infradapt • VoicePulse • OrecX Braxtel • AG Projects • Konftel • Polycom Synway • Odin TeleSystems • Presence Technology • Aheeva • Dialogic

In addition to the exhibit showcase, The Digium|Asterisk World Conference program features three days of informative sessions, broken up into three tracks - the Enterprise Focus, the Contact Center Focus, and the Reseller Opportunities track.

Speakers include representatives from Skype, IBM, Digium, Polycom, Aastra, and a variety of integrators, developers and resellers who have provided solutions with Asterisk towards efforts such as the 2008 presidential primaries, delivering fail-proof solutions for stock trading floor communications, and scaling Asterisk to tens of thousands of endpoints inside Enterprise customer networks. Their experiences help you understand the market, the opportunity, and the profitability of Asterisk as a component in the formula to bring successful results to your customer's telecommunications challenges.

Digium CEO Danny Windham will address the entire ITEXPO and Digium|Asterisk World audience through a keynote address on Thursday, Jan. 21, that discusses the evolution of open source and its growth in enterprise, government and carrier markets.

"Underscoring the maturity and the evolution of Asterisk, our fourth annual Digium|Asterisk World will attract the largest crowd, and provide the greatest level of training and education that we've ever offered," said Digium CEO Danny Windham.

Asterisk® Training Schedule

Asterisk Fast Start ‖ The goal of this course is to familiarize students with Asterisk and the environment in which it operates, both in terms of operating system and telephony (traditional and IP) connections — and to acquaint participants with the installation, configuration and basic operation of Asterisk.

Paris, France 2010 January 13-15	**Melbourne, Australia** 2010 Apr 26 - 28
Paris, France 2010 February 17-19	**Lyon, France** 2010 June, 21-23
Lyon, France 2010 February, 22-24	**Melbourne, Australia** 2010 Jul 19 - 21
Lyon, France 2010 April, 19-21	**Lyon, France** 2010 September, 13-15

Asterisk Advanced ‖ The Asterisk Advanced course is a five day hands-on course which covers the knowledge and skills that an advanced Asterisk administrator should know to be effective at his or her job. It is a combination of both lectures and labs designed to give the students both the theory behind the concepts and the hands-on experience to be able to effectively deploy Asterisk-based solutions.

Paris, France 2010 January, 18-22	**Paris, France** 2010 April, 26-30
Paris, France 2010 January, 25-29	**Lyon, France** 2010 May, 17-21
Paris, France 2010 February, 22-26	**Paris, France** 2010 June, 14-18
Lyon, France 2010 March, 01-05	**Bologna, Italy** 2010 June, 14-18
Bologna, Italy 2010 March, 01-05	**Melbourne, Australia** 2010 June, 21- 25
Melbourne, Australia 2010 March, 8 - 12	**Lyon, France** 2010 September, 20-24

* Training dates and locations in the United States are still being determined. Please check the website for new classes.

www.digium.com/training

Digium® Innovation Award Winners

The Innovation Award is designed to recognize developers, customers and partners for outstanding achievements that are improving business processes, overcoming technology challenges and enhancing the company's bottom line. Digium thanks this year's participants and all of the award winners. Asterisk innovators are invited to participate in the 2010 competition by submitting an application to **www.digium.com/innovation**

Pioneer Award
Abot Tanaw - Philippines
Abot Tanaw uses dedicated videoconferencing hardware setup, similar to that found in businesses, to deliver high-quality video to overseas Filipino workers who wish to communicate with their families on a regular basis. Abot Tanaw curbs the cost of communication by taking full advantage of an Asterisk-based IP PBX server to provide the video calls at no cost to users.

Pioneer Award
GreenfieldTech - Udim, Israel
Working on behalf of a customer, GreenfieldTech created a high-speed, highly scalable Asterisk-based dialer and interactive voice response (IVR) system that currently serves more than 10,000 customers world wide. The platform was used extensively during the 2009 Israeli elections, serving 70% of the political parties in Israel.

Big Biz Asterisk Award
Intuit Innovations - Kuala Lumpur, Malaysia
A pioneer in the Malaysian market, Intuit Innovations created a scalable solution able to support 130,000 existing subscribers and handle 10,000 concurrent calls. The solution can be used by ISPs, telephone company providers and VoIP carriers with large subscriber bases who need to provide a reliable but low-cost telephony platform.

Inside Out Award
Teletales - New York, NY
Teletales enables users to share stories via the telephone and download them online to store in digital form. Users call in to Teletales, an Asterisk-based phone system, and enter the number of the person with whom they would like to share a story. Teletales connects them and then records their call. Users can then log in to Teletales online to download and edit their audio recording to have forever.

ROI Award
City of Taguig - Taguig, Philippines
The city of Taguig is the first in the Philippines to implement a unified citywide telecommunications system. Communication is now available 24/7, despite tropical rains and typhoons that previously were a threat to the entire telephone system of Taguig's City Hall. Instead of endlessly transfering calls, the newly-established, centralized hotlines allow calls to be answered and filtered to the proper department by trained staff efficiently, Taguig now has Asterisk-based VoIP telephone systems in over 73 sites. The implementations have shown a 50% decrease in costs while doubling city workers' productivity.

Community Achievement Award
House Internet - Buenos Aires, Argentina
House Internet developed FOP, the first real-time switchboard for Asterisk, in 2004, and it remains the most widely used operator console. FOP is currently one of the tools that companies and integrators installing Asterisk use to highlight and visually demonstrate the potential of Asterisk as a VoIP platform. Many individuals involved in Asterisk are able to benefit from the solution, from developers and integrators to phone users.

Big Biz Asterisk Honorable Mention
Airnet - Chattanooga, Tenn.
AirNet provided a large-scale VoIP outbound survey solution to the Republican National Committee (RNC) for the 2008 Presidential Election. Political volunteers were able to walk into a call center where multiple VoIP phones were configured, log into the survey application through the phone and begin making calls. The solution had approximately 250 locations spread across the continental United States, with 6,500 VoIP phones conducting 21 million phone calls for a total of 24 million minutes consumed.