



# HigherGround™

## COMPANY FACT SHEET

### Headquarters

#### *Global:*

#### **HigherGround, Inc.**

21201 Victory Boulevard, Suite 105  
Canoga Park, CA 91303  
USA

Tel: 818.591.3133  
Fax: 818.591.0301  
www.highergroundinc.com

#### *Asia Pacific:*

#### **HigherGround Technologies Pty Ltd**

83 A Hewitt Avenue  
Wahroonga, NSW, 2076  
Australia

Tel: 612.948.75.914  
Fax: 621.947.54.059  
www.highergroundtech.com.au

### Financial Profile

Privately held

Founded 1973

Incorporated 1989

### Senior Management

**Terry Ryan** - Chief Executive Officer & President

**Marcus Batten** - Managing Director, HigherGround Technologies - Australia

**James Ballard** - Vice President, Sales

**Ric Cahak** - Vice President, Client Support/R&D

**Jake White** - Director, Marketing

**Faye Luther** – Director, Client Support

### Company Mission

HigherGround's mission is to deliver voice and data collection and analytics tools with the highest level of service to enable our customers to maximize performance and profitability.

### Company Profile

HigherGround, Inc. is a premier software developer of call recording, data integration and reporting tools. These solutions are designed to deliver timely, accurate information for analytics and decision support to improve operations, performance and ultimately increase profitability. The company's call recording, monitoring and reporting capabilities empower clients with knowledge and insight to monitor and verify phone and data transactions and radio transmissions, improve agent performance, optimize communications resources and provide a comprehensive view of the contact center's performance. HigherGround's proven solutions provide imperative business intelligence for sound decision making and bottom-line control for compliance monitoring, risk management and performance improvement. More information can be obtained by visiting [www.highergroundinc.com](http://www.highergroundinc.com).

### Product Profile

**HigherGround Fusion Series 7™** is a complete family of data collection tools that provides call recording and monitoring, quality assurance and multi-dimensional reporting capabilities.

The Fusion Series 7 product line was designed with a common-sense approach. Every solution starts with the **Praetorian Voice Recorder™**, a turn-key system for scheduled, on-demand and full-time recording that digitally records and stores every agent-customer interaction. Whether recording full time for compliance or risk management, or recording randomly for quality monitoring, Praetorian provides tailored solutions that are fast and easy-to-use, simplify complicated tasks, satisfy the strictest reliability standards and deliver great value for the dollar.

To enhance their voice recording system, add functionality and get a more comprehensive view of their contact center, users can choose from additional, plug and play components: **Mentor QA Suite™**; Quality Assurance with agent evaluation and screen capture or the **Telecom BI Suite™** for advanced, multi-dimensional analysis and reporting, usage accounting, enterprise network licensing, multi-site integration, centralized collection and reporting and voice/data replication. Integrated partner products include e-



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learning, training, work force management, predictive dialers and word spotting solutions.

## Vertical Markets

HigherGround tailors solutions according to the needs of vertical markets such as public safety, transportation, financial services, health care and education. The company's first vertical market package, **HigherGround Capture-911™**, is a voice logging solution for public safety communications centers where immediate responses are critical. HigherGround Capture-911 with integrated Instant Retrieval (IRR) provides cost effective, easy-to-use recording of calls and radio transmissions for proven liability protection and compliance. Other specifically targeted vertical markets include financial, health care, education, transportation and more.

## Customers

The company's impressive customer list is comprised of highly recognizable names such as American Red Cross, AOL Time Warner, Australian Administration Services, Bank of India, Brinks Home Security, Burlington Northern Santa Fe Railway, California State University, Conoco-Phillips, EXXON, J. Paul Getty Trust, Los Angeles Department of Water and Power, Los Angeles Port Pilot, Marine Exchange of Los Angeles, New South Wales Ambulance, Miller Brewing Company, Parkland Hospital, TEAC, Union Pacific Rail Road United States Air Force, Navy Exchange, University of Southern California, UNOCAL, Virgin Mobile, and various municipalities and cities throughout North America.

## Partners and Alliances

### TECHNOLOGY

Advantech  
Ai-Logix, Inc.  
Brooktrout Technology  
Concerto - Melita  
Left Bank  
Microsoft Software Developers  
Nortel Networks Developers  
Rising Sun Technologies  
Success Sciences  
TalkTactics

### MARKETING

Advanced Communication Solutions  
*Amcom*  
CML Technologies  
Commercial Electronics Corporation  
DSS Corporation  
Electronic Business Systems  
Executive Systems  
Graybill Electronics  
MacTek Systems  
Teltronics, Inc.  
Unique Communications  
WS Lange & Associates

## Contact

Jake White  
Marketing Director  
jwhite@highergroundinc.com  
818.591.3133 x 249