



Corporate Profile

Corporate Overview

Mission and Vision

Novo Technologies is a leading innovator and supplier of flexible, cost-effective and adaptable call recording and quality monitoring solutions for contact centres.

Novo Technologies' vision is to expand its leadership in the development and integration of new software solutions to capture and manage enterprise transactional content effectively, enabling organizations to extract business intelligence from customer interactions.

The history of Novo started in 1995 with NovoLog, a call recording solution initially intended for public security organizations, contact centres and the financial and insurance sectors.

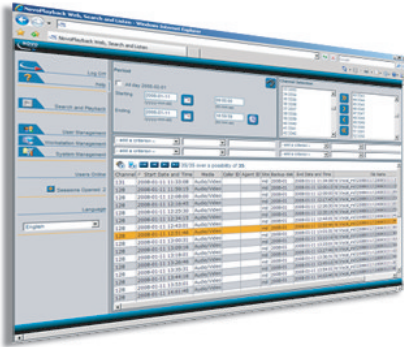
Recognizing the need for voice recording and data in many areas related to public safety and customer contact centres, Novo Technologies decided to put its experience at the service of the judicial system by launching CourtLog. This software has significantly contributed to the evolution of judicial procedures by eliminating the outdated cassettes and bringing the move to the digital era.

Since then, Novo Technologies has developed considerably. New products have been launched and numerous awards rewarding the ingenuity and innovation capacity of the company have been received. To this day, its avant-garde technology, its superior quality customer service and its solutions have benefited hundreds of businesses and government agencies in Canada, the United States, Mexico, Brazil, Costa Rica, Colombia, Malaysia and Vietnam.

Our Products

All products supplied by Novo Technologies aim to maximize your resources and to empower your customers' experiences. Our goal, through exceptional performance as well as advanced and reliable products that offer exclusive features, is to help your organization stand out among its competitors. The technological approach of the company is unique because its solutions provide the following advantages:

- **Adaptable** to many telephone and technical environments, in a single site or multiple sites;
- **Flexible** enough to fit our customers' unique needs, either by using our software interface or by customizing the product;
- **Evolves** along with customer growth, able to anticipate needs and develop modifications to go hand in hand with constantly evolving business practices;
- **Innovative** product research and development based on customers' needs;
- **Modular and integrated** since they are designed to operate cohesively within a unique solution or can be acquired separately through a planned or ad hoc program;
- **Multilingual** applications and technical support available;
- **Locally supported** by our specialized employees in all major North American cities;
- **Affordable and competitive price** providing an excellent ROI model, while using industry leading interface components.



Novo Playback Web interface

Effective solutions to empower the customer experience

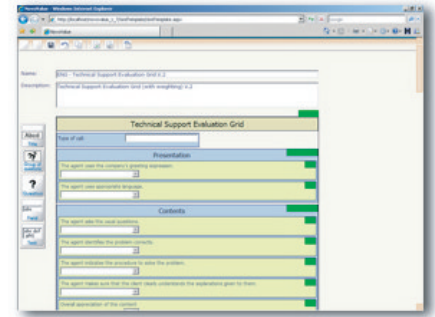
The **NovoLog Suite** constitutes a set of advanced products, designed for small and large businesses, to record digitally, in IP or analogically, to playback and archive customer interactions.

This powerful suite includes three applications to better suit your needs:

- [NovoLog Express](#) and [NovoLog Enterprise](#) for permanent recording
- [NovoPlayback Web](#) for playback and searching through a web interface;
- [NovoScreen](#) for recording the desktop screen simultaneously with the voice.

NovoValue gives you the key to add value to your contact centre. This innovative web-based quality monitoring solution is an enhanced utility designed specifically for the evaluation of contact centre personnel. Providing critical Key Performance Indicators (KPI), the NovoValue solution offers the best value for reaching your contact centre's key objectives.

Novo eLite is the ideal solution for contact centres and SMES with modest recording needs and wishing to ensure the quality of their communications. Novo eLite is 3 solutions in 1! This strategic combination of the NovoLog Express, NovoPlayback Web and NovoValue software offers an excellent cost-effectiveness ratio.



NovoValue Grid Construction

We are proud to have renowned companies among our customers

- Aéroports de Montréal (ADM)
 - AESO
 - Atomic Energy of Canada Limited
 - Axa
 - Blue Cross
 - CGI
- CN
 - City of Montreal
 - Desjardins Credit Union
 - Investors Group
 - Labatt
 - Laurentian Bank Securities

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