



MEDIA RELEASE

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SPESCOM BECOMES PATRON OF CORPORATE GOVERNANCE FRAMEWORK (CGF) RESEARCH INSTITUTE

Spescom Limited, a JSE-listed provider of business communication solutions, has become a Silver Patron of the Corporate Governance Framework (CGF) Research Institute, a provider of governance, risk and compliance reporting and advisory services. Through the strategic alliance, important governance, risk and compliance related information is transferred from CGF to Spescom's five divisions, thereby assisting Spescom to stay abreast of important governance related issues whilst also, in the process, benefitting Spescom's customers.

Says Jene Palmer, CEO of Spescom Limited: "Communication is a critical component of business. Daily interactions with staff, customers, suppliers and partners are essential to the operations, administration and management of an organisation. However, new technologies and interaction methodologies are exposing the enterprise to ever increasing risks. A greater reliance on voice interactions has become manifest; enhancing the quality of these interactions and mitigating the risks they introduce, as well as optimising their value to the business - these issues have become a fundamental requirement."

Spescom's comprehensive portfolio of communications solutions are designed to assist network operators, contact centres, enterprises and broadcasters to enhance service, mitigate risk, improve management, optimise architecture and realise performance gains. These capabilities are housed in its five business divisions: Spescom DataFusion, Spescom Media IT, Spescom Telecommunication, Spescom DataVoice and Spescom Mobile Solutions.

Among the most important features of these products and solutions are their ability to assist organisations to address associated value processes within the business, such as performance management, workforce optimisation, quality assurance, risk mitigation and adherence to legislative requirements, all of which influence the capabilities of the company to ensure good corporate governance.

The proprietary solutions developed by Spescom DataVoice are a prime example of this. Its enterprise Libra and Nexus solutions record, manage, re-create and analyse voice and screen transactions, while its Libra Mobile and ReMo solutions enable the recording and management of mobile conversations, respectively.

Says Palmer, "The repercussions of failure to attend to good governance requirements in business has become apparent globally, and for organisations that must operate in an increasingly globalised business environment, meeting international standards, requirements and recommendations are important to ensure business confidence."

Continues Terry Booyesen, CEO of CGF Research Institute (Pty) Ltd, "The South African government has also recognised the need to implement consumer and business safeguards. This has resulted in the emergence of new legislation around certain transactions and customer interactions, such as financial and insurance transactions, many of which are now primarily voice-based. In addition, various recognised industry and business authorities have over the last decade expanded the definition of good governance, placing ever more responsibility on business to ensure greater accountability to shareholders by incorporating fair and defensible business practices and processes, "

Adds Palmer, "To remain not only relevant, but indeed competitive, Spescom's value proposition to clients must be backed by trusted products and solutions which are underpinned and tested upon sound governance practices. Through our patronage and partnership with CGF, Spescom is in a position to





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ensure our products -- including our methodologies, solution definitions, implementation and commissioning -- are firmly rooted in sound governance principles and practices.”

Booyesen says, “Spescom’s mobile products such as Libra Mobile and ReMo can be used to mitigate certain risks when applied correctly within organisations that have deployed these solutions..” Furthermore, it is important for companies to be able to record and store critical information and other records which could withstand the test of scrutiny and reliance should such information be required at a later stage for evidential purposes.”

“From 2010, all business entities will need to formally factor various aspects of governance, risk and compliance within their business structures and operations in order to comply with the new laws, notably King III and the new Companies Act 2008. Many companies are generally not prepared for the new legislative requirements. Our insight into this arena and knowledge will assist Spescom to suitably enable features within its products and services that will allow Spescom’s clients to become more compliant, while strengthening the competitive positioning of Spescom’s products in local and international markets.”

About Spescom

Spescom Ltd is a JSE listed company operating in the ICT (Information & Communications Technology) sector. Founded in 1977, this South African Company has developed and delivered a number of world first technologies, as well as innovative products and services to local and global markets.

Spescom’s core focus is the delivery of integrated business communication solutions that leverage voice, video and data technologies to enhance the way businesses communicate with their customers. The deep technical expertise and considerable industry know-how housed in its five divisions - Spescom DataFusion; Spescom DataVoice; Spescom Telecommunications, Spescom Media IT and Spescom Mobile Solutions - combine to deliver world-class solutions, including integrated contact centre platforms and applications, a range of voice application technologies, telecommunications and broadcast solutions.

‘Smart People. Clever Solutions’ reflects who we are and why we are positioned to leverage current and future technology trends and developments to meet the dynamically shifting requirements of our customers and ensure their continued competitiveness.

The company has a staff complement of 250 with offices located in Johannesburg, Cape Town, Durban and London (UK).

For more information about Spescom visit www.spescom.com

For more information about CGF Research Institute visit www.cgf.co.za or www.corporate-governance.co.za

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