



CAPABILITY STATEMENT



Telchemy, Incorporated is a well-established provider of VoIP and Videoconferencing analytics technology with a 25-year history in the field and a large installed base.

CORE COMPETENCIES

Telchemy's VoIP and Videoconferencing performance management products monitor the quality, performance and availability of large-scale multilocation Unified Communications services, providing real-time visibility and fast identification of problems.

- **End-to-End Performance Monitoring of Live Voice and Video Traffic**

Real-time view of service quality for every live VoIP call and videoconferencing session—across offices, data centers, and remote users. This can use both analytics technology integrated directly into IP phones and high-speed passive probes deployed in key locations.

- **Distributed Active Testing and Problem Detection**

Lightweight active test agents are deployed at scale into data centers, desktops and mobile devices. They run frequent automated, minimally intrusive tests from user to location or between locations, enabling rapid detection of problems affecting availability and performance.

- **Secure, Non-Intrusive Monitoring of Encrypted Traffic**

Telchemy's technology can monitor the performance of encrypted voice and video communications without decryption, maintaining the security of sensitive information.

COMPANY DATA

- **Small Business**
- **Established in 1999**
- **Based in Alpharetta, GA**

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DIFFERENTIATORS

- **Proven, Widely Deployed Technology**

Core performance monitoring software embedded in over 500 million devices, deployed for over 20 years, providing trusted performance analytics.

- **Encrypted Media Analysis**

Unique ability to evaluate the quality of encrypted voice and video communications without decryption, preserving full data security and privacy compliance.

- **Precise Measurement of User-Perceived Quality**

Perceptual model that quantifies the impact of transient impairments on voice and video quality, producing more accurate metrics that reflect real user experience.

- **Industry and Standards Leadership**

Authors of multiple international standards defining infrastructure for real-time service performance measurement for Voice over IP services.

- **Core Technology Developed In-House, in the USA**

No outsourcing or contractors used.

PAST PERFORMANCE

Government:

- **US DoD DISA VoIP/Videoconferencing Network Management** - Active testing to support DoD migration to IP Voice/Video. UC Spiral 1 (2009-2018) - Northrup Grumman, GDIT, Leidos
- **US DoD IRIS JCTD** - Active VoIP/Videoconferencing test through satellite based routers, Cisco, Intelsat, JHU-APL, MIT-LL - IRIS project (2009-2011)
- **US DHS Wireless Priority Service testing**, through JH-APL
- **US Postal Service** - Active test for predeployment, live traffic monitoring
- **UK DWP Call Center** (25K Agents) (2016-current)
- **Florida DMV VoIP network** (380 locations)

Private Sector:

- **Tata Communications VoIP backbone network**, monitoring all live traffic at multiple points and using active testing to ensure infrastructure components
- **10,000 location pharmacy chain**, providing real-time VoIP performance monitoring per location
- **Multiple distributed call centers in US, Europe and Asia**, with 5K-30K agents per installation
- **Multiple Cloud/Hosted VoIP Service Providers**, providing location-based QoE metrics and fast identification of customer-impacting issues
- **Licensing of core VoIP/Videoconferencing analytics technology** to many of the leading test equipment, network equipment, IP phone and gateway vendors - 500 million unit installed base