**Network Data Systems Selects TelStrat's Engage WFO™ as their
Call Recording and Workforce Optimization Solution**

DALLAS and CHICAGO (May 1, 2017) — Network Data Systems (NDS) and TelStrat International, Ltd. announced today TelStrat's Engage WFO has been selected as the preferred Call Recording and Workforce  Optimization solution in the NDS portfolio of applications.

TelStrat's Engage WFO™ is a holistic WFO solution that solves real-word business needs for contact centers of every size. It delivers tools for compliance and disaster recovery recording, service quality assurance, agent performance improvement and workforce management, as well as analytics and reporting. Engage WFO improves customer experience and satisfaction while containing costs and increasing productivity to drive business success.

In addition to the traditional premised-based recording, NDS is also offering Engage WFO SaaS™ as part of their Hosted Unified Communications and Contact Center Services. Engage WFO SaaS delivers the same robust functionality as the on premise solution in a scalable, multi-tenant capable deployment.  This solution is ideal for customers interested in reaping the benefits of cloud applications in a highly reliable and efficient service.

Network Data Systems delivers customized IT infrastructure solutions for customers with complex systems, multi-national workforces, and challenging integration issues. They have been delivering smart, solid solutions to their customers for over 15 years. "We are delighted that NDS is adding the Engage WFO solutions to their portfolio of applications and services," said Mike Berlin, Sr. VP Global Sales and Business Development for TelStrat. "TelStrat's history of providing tailored solutions to meet a customer's specific needs is synergistic with the NDS business model."

"TelStrat is a natural partner for NDS, as they share our core value of customer-first," stated Jim Irwin, Director of Products/Services.  "We are extremely pleased with the value-added offerings the Engage WFO solutions bring to our customers. We look forward to jointly delivering new financial benefits and productivity improvements to our clients."

**About TelStrat International Ltd**
TelStrat develops comprehensive call recording and workforce optimization (WFO) solutions. Engage WFO features award-winning technology for capturing customer interaction, knowledge-mining call content, maximizing agent performance, and streamlining workforce management. Over two decades of experience, more than 3,300

customers and hundreds of thousands of users worldwide attest to TelStrat's unwavering dedication to customer service and support. TelStrat offers Engage WFO exclusively through global reseller partners. **www.telstrat.com**

**About NDS**
Network Data Systems is a Cisco Cloud and Managed Services Master (CMSP) with a Cisco Powered Service and Gold designation. Network Data Systems, some say, is the industry's best kept secret, a world-class specialist in providing IT infrastructure, professional and managed services. Headquartered in the Chicago suburb of Schaumburg, IL, NDS is trusted to serve some of the nation's largest, most complex corporation and government agencies. www.network-data.com

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