



# Widearea Systems, Inc.

A Convergence Technology Company

## Contact Information

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## Type of Entity

Maryland C Corporation

## Ownership

Shareholders who are US citizens

## Year Founded

2001

## Products

V-Contax: Visual Contact Center solution

VC Wizard: Video Conference Scheduler and Manager

W-TEN: Family of Secure Thin Client solutions

## Services

W-ISN: Interpretive Services  
EZ Schedulers: Upscale room based meeting scheduler  
<http://www.ezschedulers.com>

## NAICS Codes

511210  
518210  
541511  
541512  
541519  
541930  
541990  
611420

**CAGE Code**  
4EBP1

**Dun Number**  
5087326802

**Company Overview:** Widearea Systems (“Widearea”) is a convergence technology company that provides Unified Communications (UC) solutions and services to enterprises and government agencies. Widearea currently has three product lines:

- V-Contax, a visual contact center solution;
- VC Wizard, a video conference scheduling and management solution; and
- Widearea-Trusted Enterprise Network (W-TEN), a family of secure client solutions designed to meet the most stringent security requirements

Additional capabilities including:

- Voice over IP (VoIP) Implementation and Management;
- Video Tele Conferencing (VTC) Implementation and Management;
- Interpretive Services over VTC;
- Remote Training Implementation over VTC;
- Video and Audio Collaboration for Telecommuters;
- Network Security Assessment and Implementation;
- Server Virtualization Planning and Implementation;
- Cloud Computing and Server Virtualization;
- Secure Thin Client Implementation and Management; and
- Staff Augmentation for IT Development and Operation

Widearea is a **Small Disadvantaged Business (SDB)** certified by the Small Business Administration (SBA) founded in 2001 by Choon Shim, a proven, successful technology entrepreneur and a published author on IP security and telecommunication.

## Widearea Systems Products and Solutions

**V-Contax:** V-Contax revolutionizes the way companies interface with their customers and has the capability to become the major platform for interactive customer relationship management (CRM). V-Contax enables companies to combine their customer service web-site interactions between customers and Customer Service Representatives over the internet. V-Contax integrates directly to the CRM software and other back office systems. V-Contax dramatically improves customer satisfaction by providing a superior experience and provides enterprise customers with clear and significant returns on their investment. Markets include call centers, customer service centers, universities, product companies with online help desk systems and interpretive services providers.

**VC Wizard:** VC Wizard is a ‘carrier-grade’, mature, reliable and robust proprietary software product that enables companies to schedule and manage multipoint video conferences. VC Wizard is scalable and secure, partitions clients (multi-tenant) and works with all key hardware vendor equipment. The benefits of video conferencing are significant and well known. The current challenging economic climate, improvements in video conferencing equipment and the well-known challenges of business travel are driving the increasing demand for video conferencing. Wainhouse Research states that the conferencing and collaboration industry today is in a period of unprecedented growth and estimates the total market for factory revenues of all conferencing technologies including audio, video, and web conferencing at \$8 billion in 2008 and projects it to grow to \$10 billion in 2012.

## Unified Communications Products

### V-Contax:

Visual Contact Center solution

### VC Wizard:

Video Conference Scheduler and Manager

### W-TEN:

Secure Thin Client solution  
for classified and unclassified networks

### Unified Communications solutions:

Substantial additional intellectual property to  
manage secure networks

### Professionals

Corporate Legal – Duane Morris

IP Legal – Duane Morris

Commercial Bank – BB&T

Accounting – McLean, Koehler, Sparks and  
Hammond

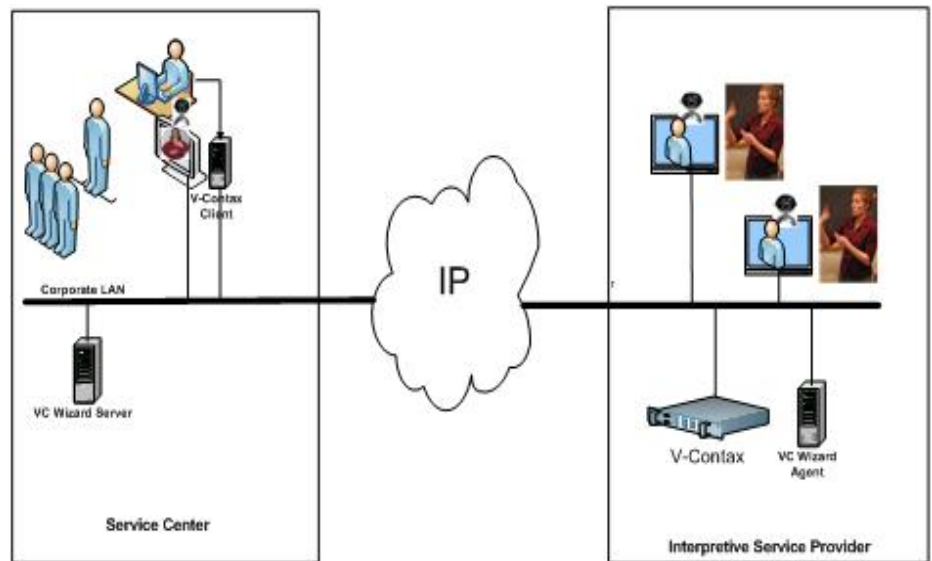
### Proudly Serving



**Widearea-Trusted Enterprise Network (W-TEN):** W-TEN is a family of thin client devices and integrated solutions that can be rapidly configured and installed to customer requirements. The W-TEN solutions are available in several configurations to meet diverse client needs and deliver superior performance. The W-TEN solutions are economical to purchase and operate. Low power requirements, increased workstation life and centralized administration all result in significant cost savings.

The W-TEN thin client solution supports a product, which in conjunction with the W-TEN architecture provides secure access capability and multiple classification domains simultaneously. W-TEN will replace several PCs with a single thin client. The client uses smart cards for authentication, IPSec VPN tunneling technology to send information over a single cable, stores no data on the thin client, allows session portability and permits the user to run advanced applications such as video streaming. W-TEN allows reuse of most legacy equipment and only requires Microsoft certified administrators. W-TEN costs less than one fourth to implement and maintain than non-windows solutions.

**Widearea-Interpretive Services Network (W-ISN):** Our turn-key based solution provides remote interpretive services for enterprises and government agencies. Our solution consists of leading edge IT technologies and services by Widearea and its Widearea Systems Alliance Program (WSAP) partners. V-Contax is a key component of the solution and provides IP connectivity, waiting queues, and status of contact centers operated by Widearea partners. VC Wizard is another component for the solution to manage video conferencing equipment and track their usage. VC Wizard automatically turns on IP based video conferencing terminals when an interpreter is ready. VC Wizard prints out usage reports for accounting purposes. Interpreters are provided by our WSAP partners. Our WSAP partners operate their services with V-Contax for call dispatching. The following diagram demonstrates WSAP:



**Widearea Professional Services:** In addition to the software and hardware products, and the solutions, Widearea's full-solution capabilities are backed by our vast and ever-increasing knowledgebase and experience with some of the world's most demanding and discerning customers. Widearea services are designed to help customers stay ahead of their customers' demands for faster and better IT services.