

## **PIKA Technologies' recording cards and software chosen for AGM Telecom's innovative solution for correctional facilities**

*The AGM Telecom Inmate Calling Manager takes advantage of IP networks available in today's market*

**Ottawa, Canada – November 17, 2004** – AGM Telecom Corporation has designed PIKA Technologies' recording hardware and software into their innovative web-based fraud control and collect call application for correctional facilities. PIKA Technologies is an innovative manufacturer of building blocks that connect applications to both TDM- and IP-based networks to provide advanced voice services. The AGM Telecom Inmate Calling Manager (ICM) utilizes the flexibility of IP networks available in today's market.

AGM Telecom's ICM is a centralized intelligence-based inmate collect call processing system that offers detainees phone services within a controlled environment. The web-based application is advanced, scalable, and user friendly. PIKA Daytona PCI MM-series trunk and station cards and PIKA MonteCarlo API 6.2 software are used in the solution to enable the recording of conversations as well as live monitoring of calls. Users benefit from the collect and debit call recording, live monitoring and reporting features of ICM.

“We chose PIKA Technologies' because their high quality recording hardware and software is very affordable,” explained George McNitt, CEO, AGM Telecom. “Additionally, they have an excellent reputation for delivering responsive technical support. Although we had minimal support needs, when we did call on them, their technical team was extremely knowledgeable and got back to us in a timely manner. The PIKA building blocks have enabled us to implement the detailed reporting and investigative tools our customers require.”

The ICM is designed with the flexibility to take advantage of the IP networks available in today's market. The centralized intelligence approach allows AGM Telecom to provide full features and functionality to correctional facilities previously unable to afford investigative tools such as live monitoring and recording. The equipment installed on-site is limited to the standard inmate telephones, a power backup system, workstation, and peripherals along with a digital signal, which is carried over a virtual private network (VPN) connection to one of AGM's Network Operation Centers (NOC).

With ICM, all of the call detail information is stored at a redundant site geographically separated from the main NOC. The ICM is capable of utilizing the main NOC or the secondary NOC in case of a system failure. The recorded conversations are digitally encrypted and available in real-time via the AGM Telecom web site. Those facilities that do not have broadband Internet access are also able to connect to the server via the AGM VPN. Using a centralized intelligence approach, the digital recordings are stored on premise, allowing the facility to keep “the chain of evidence” in house, yet allow for all the benefits of centralized intelligence.

“AGM Telecom’s ICM is a flexible and scalable solution,” said Terry Atwood, Vice President of Sales, Marketing and Customer Care, PIKA Technologies. “It has been designed to meet the needs of law enforcement while providing quality inmate phone services. AGM Telecom has developed a product, which can fit into a wide variety of situations and satisfy all correctional facility calling requirements. We wish them great success.”

### **About AGM Telecom**

Founded in 2003, AGM Telecom is a telephony service provider designed for correctional institutions that offers complete end-to-end calling solutions. AGM Telecom’s technology is developed exclusively for the corrections market by a dedicated and proven development team. Driven by the leadership of its experienced management team to focus on the basics of providing quality services, the company supports correctional institutions for inmate calls including specialized call processing, fraud control and validation, automated clearinghouse, pre-paid and direct billing services as well as a user friendly interface. AGM Telecom's goal is to provide correctional facilities with easy and flexible functionality, value, and quality services to maximize the effectiveness and efficiency of inmate calling.

### **About PIKA Technologies**

PIKA Technologies designs and manufactures computer plug in building blocks to connect computer systems to both TDM- and IP-based networks to provide advanced voice services. For almost two decades PIKA Technologies has been serving companies around the world that require voice and fax cards to design sophisticated phone services for recording systems, voice services applications, and PC-PBX systems. The company has built a reputation for delivering innovative products and exceptional technical support by working closely with its customers. Headquartered in Ottawa, Ontario, Canada, the company has ranked in The Branham300, an authoritative ranking of successful Canadian high tech firms, for three consecutive years. Visit [www.pikatechnologies.com](http://www.pikatechnologies.com) or call +1-613-591-1555 for more information.

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