

About Tern Systems

Tern Systems is a highly regarded market research firm that specializes in the computer telephony area. The company offers marketing/product planning support services for suppliers of products and services to the computer telephony industry. Services that are provided include:

- Competitive assessments
- Patent analysis
- Product/market assessments

Market Reports

Tern Systems has developed a number of market reports which address the different segments of the computer telephony area. These reports are generally acknowledged to be the most comprehensive and accurate in the industry. The following reports are available for purchase.

- **Call Center Automation** Markets, Products and Suppliers
- **Voice/Data Recording** Markets, Products and Suppliers
- **Unified Communications** Markets, Products and Suppliers
- **Telephone Self-service** Markets, Products and Suppliers
- **Outbound Call Processing Markets**, Products and Suppliers
- **Call Automation by Geographic Region**

The computer telephony industry includes distinct and diverse sub-markets, as shown in the list above. Each market segment has unique applications, specialized vendors, different products, different distribution channels, and unrelated revenue histories and forecasts.

Each report contains comprehensive segment-specific revenue data, including recent history and projections for the next five years. Other relevant data such as systems, port counts, TSRs, subscribers, etc. is presented. Revenue and unit shipment information is typically presented by product, vertical industry segment and type of application. These reports analyze available technology and applications and discuss trends that will affect future directions for the segment. Vendors active in each segment are profiled.

These reports are priced modestly but are superior to reports covering similar topics that are an order of magnitude higher in price.

Contents:

Each report is tailored to the industry segment, so contents vary. The index of each report is available upon request.

Deliverables:

Each Tern Systems report is delivered as a set of electronic files (Excel and Word). In addition, unlimited support via e-mail and telephone is provided.

Guarantee:

Tern Systems guarantees that these reports are the most comprehensive and accurate reports for each topic that are commercially available today.

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