

# ANALEC – Press Release



Research Enabling Solutions

FOR IMMEDIATE RELEASE

## **ANALEC and Client Instant Access collaborate to embed cloud-based click-to-dial telephony capability within ANALEC ClientManager**

*Date: 17<sup>th</sup> March 2014*

ANALEC has worked with Client Instant Access, LLC (CIA) over the last few months to integrate CIA's cloud-based IP telephony capability within the ANALEC ClientManager suite.

This now allows all users of ClientManager to avail themselves of a range of telephony capabilities on the ClientManager interface in a click-to-dial mode with complete ease and at a fraction of the costs associated with trying to put in place the appropriate EPBX infrastructure of their own.

ANALEC ClientManager is a client service management platform geared specifically to address the client servicing challenges of the broker-dealer community. It integrates all aspects of the client service function onto one platform and ensures research, sales, sales-trading, trading and the back office are able to leverage information flows on client servicing initiatives across the business. Additionally, ANALEC ClientManager delivers integration within MS Outlook, capturing messaging on Bloomberg Terminals, and certain mobile capability when on the road.

A user can initiate an outgoing call from ClientManager using CIA's cloud infrastructure and benefit from a range of telephony features normally associated with traditional telephony solutions such as Hold/Un-hold, Call Transfer and Call Hang up. Additionally, the cloud-based infrastructure allows ANALEC ClientManager users to record and deliver intelligent voice blast messages on an "as directed" basis to their audience in a Voice Blast as well as Voice Drop form. The efficiencies created by this functionality are enormous and result in a higher quality of service to the customer.

Indy Sarker, ANALEC's CEO, stated: "Working with Client Instant Access we are delivering state-of-the-art click-to-dial telephony capability within our ANALEC ClientManager suite. This arrangement wins the total-cost-of-ownership argument when you compare our proposition to firms putting in their own infrastructure to enable such CTI integration across the business. In addition to that, our deployment time to put in place click-to-dial capability at a client organization is entirely eliminated, saving our customers both time and money."

ANALEC is beginning to switch on such click-to-dial telephony capability within their ClientManager suite for their existing clients.

Joseph Weniger, CIA's Director of Business Development, states: "CIA is proud to be entering a partnership with ANALEC. Combining ANALEC ClientManager's ability to power a brokerage

organization like never before with the CIA Instant Daytime Dialer's drastic reduction in call times and costs will revolutionize the way brokers connect with their clients."

**End**

---

**About ANALEC:**

ANALEC is a specialized financial technology company focused on the investment banking and investment research industry. It leverages its deep domain knowledge of the investment research and investment banking industry to develop and deploy proprietary enterprise level software-enabled business process solutions, addressing very specific organizational issues and challenges within investment research and client servicing functions. Under its remote delivery model, ANALEC offers its customers the option to remotely manage and deliver a range of services. Established in June 2003, ANALEC brings together over 80 years of leading expertise in investment research, investment banking and software development and deployment. Headquartered out of Singapore, ANALEC has a delivery center in India, a customer support center and sales office in Taipei (Taiwan) and business development, customer engagement and sales offices in the United States.

Website: [www.analec.com](http://www.analec.com)

**About Client Instant Access, LLC. :**

Client Instant Access, LLC (CIA) is the messaging and dialing technology provider of choice on Wall Street and within the financial industry. The company was founded in 1997 after the co-owners were approached by a large financial institution for a solution to its need to communicate the same information to large numbers of clients and investors. CIA's co-founders pursued the opportunity and pioneered the concept of mass distribution of analysts' messages to their clients. CIA's chief executives had backgrounds with a conference calling provider for the financial district, and they knew what was needed to build new communications technology. In 1999, CIA was featured on CNN's "Moneyline" as the first company to develop a product to maximize research analysts' and traders' time. Known as CIA's "Blast Voice Mail", it eliminated the need to listen to outgoing voice mail greetings, wait for a tone and repeat the same message over and over. With a few simple mouse clicks, users of CIA's groundbreaking system dialed numbers and left messages for virtually unlimited numbers of clients at the same time.

During 2001, CIA added additional products to its portfolio, including Conference Calling and Blast Faxing. In 2002, the company was again approached by a large financial firm for a telecommunications solution, resulting in the development of CIA's Instant Daytime Dialer (IDD). Later that year, the company also introduced Blast Email service. Since its first year of operation, CIA's customer base has grown exponentially. The company remains the dominant player within the financial sector while it has significantly increased its share of business in the political and legal arenas as well as healthcare, travel, education, retail, government and community emergency services.

For more information about Client Instant Access LLC, please visit Website: [www.callcia.com](http://www.callcia.com).

**For enquiries, please contact:**

Terrence Mulry  
Mulry Consulting LLC  
+1 201.891.1853  
tmulry@att.net