



FOR IMMEDIATE RELEASE

### **Pharm-Olam Finds VoIP Solution in Taridium LLC**

NEW YORK, May 07, 2008 – When leading contract research organization Pharm-Olam International (POI, <http://www.pharm-olam.com>) upgraded its legacy PBX system to a voice-over Internet protocol (VoIP) system that would better serve the company’s global communications needs, the results were nothing short of catastrophic.

POI initially selected a local vendor to plan, develop and deploy a VoIP system, but it was immediately clear the solution was a bigger problem than the old PBX.

“It was a total disaster. The system crashed virtually every day, voice quality was terrible, remote staff had connectivity issues, and the vendor had spent over six months trying to bring the system live in the UK office,” stated R. Michael Shassere, POI global director of IT. “I knew I had to find a fix quickly. I also did not want to lose the recent investment in the Polycom desk sets we had just purchased.”

So Shassere set about finding a company that could both implement a better VoIP system and correct the problems the local vendor had created. POI executives agreed VoIP--done right--was the perfect solution to their needs. The technology was proven, so the obvious issue was the original vendor. Shassere researched larger vendors like Fonality and Switchbox, along with some other local providers.

“I was not impressed, especially with the deployment plans that required significant time from POI IT staff, or with the after-sale support options,” Shassere explained. “I had almost lost hope of finding the right vendor when I contacted Taridium. After just a few minutes on the phone, I knew this was the vendor I needed.”

POI initially contracted with premier VoIP solutions provider Taridium LLC (<http://www.taridium.com>) to resolve the system issues in the company’s UK office. Taridium brought the system up and operational in just a few short days--something the previous vendor had failed to do in several months.

“We were elated. Taridium has now installed its system in several of our worldwide sites so far, and we will have them do all the sites as time permits,” said Shassere. “We could not be happier.”

#### About Pharm-Olam International

Based in Houston, Texas, POI is a multi-national contract research organization offering a wide range of comprehensive, clinical research services to the pharmaceutical, biotechnology and medical device industries. The company has experienced significant growth in the past few years and now has offices located in 22 countries around the globe. More information is available at <http://www.pharm-olam.com>.



## About Taridium LLC

Taridium is the leader in open standards enterprise and provider VoIP solutions. The company's offering ranges from managed VoIP services for small and medium-sized businesses to high-capacity telephony solutions for large enterprises and service providers. Taridium's products and services are designed to harness the power of open standards while reducing both ownership and telecommunication expenses. To learn more, visit <http://www.taridium.com>.

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