

Business-driven technology



MANAGED SERVICES ♦ VoIP ♦ SOFTWARE

CGAs deploy leading edge VoIP solution

CALGARY, AB – December 13, 2007 — **Glenbriar Technologies Inc.** (CNQ: GBRT) today announced another significant deployment of the Glenbriar Business VoIP solution.

Glenbriar's Business VoIP Solution combines ShoreTel phones, switches and software with custom integration applications to produce a truly superior deployment. The Glenbriar VoIP Solution was rolled out at the Calgary Headquarters of the Certified General Accountants Association of Alberta (CGA) replacing an aging Nortel Meridian Centrex system that did not meet the needs of the organization.

CGA required integration with their existing SQL architecture, which meant developing software that would interface between the ShoreTel IP Telephony system and their comprehensive membership databases. This enables members and students to key in their membership number when the call is answered and have their call directed to the most appropriate CGA staff member.

Due to high call volumes, queues are also used to stack calls into workgroups, with agents and supervisors able to monitor the queue length and respond accordingly. Unified messaging and voicemail features are used extensively during peak periods, enabling CGA staff to respond in a professional and timely manner.

As part of the Glenbriar Business VoIP solution, a detailed and complex call flow design process was required to map the call centre, workgroups, agents, supervisors and auto attendant menus.

Jo-Ann Cox, Director of Business Systems at CGA, said, "Being able to integrate our contact database with the integrated messaging system has moved us forward light years. The Glenbriar team was able to design and implement a custom solution that exceeded our expectations, while staying within tight budget and time constraints. As a technology partner, we will continue to work with them at every opportunity in the future."

About CGA

The CGA Association of Alberta is a self-regulating provincial body which establishes, promotes and enforces the professional competency and ethical standards of Certified General Accountants in Alberta. As the fastest growing accounting designation in Canada, there are approximately 68,000 CGAs and students across the country. See www.cga-alberta.org for more details.

About Glenbriar

Glenbriar Technologies Inc. (CNQ:GBRT) provides leading-edge business-driven technology spearheaded by a highly developed Managed Services approach. Glenbriar is specifically focused in IT and VoIP consulting and implementation in a number of specific market verticals. Glenbriar's **Peartree Software Inc.** division develops software solutions for targeted industries such as



manufacturing and DMS. Glenbriar currently has offices in Alberta, British Columbia and Ontario. See www.glenbriar.com for more details.

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The CNQ has not reviewed and does not accept responsibility for the adequacy and accuracy of this information.

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