

Dubber Signs Hybrid Cloud agreement with IBM

New agreement expands reach of Dubber's Unified Call Recording & Voice Intelligence Cloud with IBM & Ingram Micro

Advances Dubber vision for 'AI on every Phone'

Sydney, Australia, 7 December 2020: A leading global provider of cloud-based call recording and voice AI, Dubber (ASX:DUB), is the latest Australian company to sign up to utilise IBM hybrid cloud technologies as part of their product offerings. The new three year agreement will see Dubber expand its industry-leading Unified Call Recording and Voice Intelligence Cloud services to include IBM Hybrid Cloud and advanced security through IBM Hyper Protect.

Dubber has been working with IBM over the past 18 months to develop a cloud-based solution which uses [IBM Watson Speech to Text](#) to transform call recordings into actionable data that can be tagged, recalled, analysed, searched and saved as text to store all telephone interactions in the cloud. The solution will be available via Dubber's existing solution providers and partners.

Dubber CEO, Steve McGovern, said, "Continuing to expand our successful partnership with IBM to include IBM Hybrid Cloud and Ingram Micro distribution will further accelerate our vision of putting AI in every network and on every phone. The security and scale at which we can achieve Unified Call Recording will enable networks to make the crucial shift from connections to delivering value from the content on the network like never before."

"Together we are transforming the economics of capturing conversations – using the Cloud, AI and infinite scale – for service providers in a way that will ultimately enable it to be offered as an ubiquitous service," added McGovern.

"Hybrid cloud is swiftly becoming the dominant force driving change in businesses. As companies work to modernize workloads and build new business applications on the cloud without jeopardising security and control, they are turning to IBM Cloud," said IBM Head of Cloud for ANZ, Anthonie Withers.

"As part of this agreement, we are also helping Dubber expand their business globally as an independent software vendor (ISV) through Ingram Micro so they can continue to grow, and expand their network."

IBM's hybrid cloud approach is built on a foundation of open source software, security leadership, and enterprise-grade infrastructure. Data protection and security services have been embedded into IBM's hybrid cloud architecture to protect a client's processes, applications and cloud services, while managing compliance requirements. For example, IBM Cloud Hyper Protect Crypto Services will provide Dubber's customers with a

heightened level of security as they control their cloud data encryption keys – ensuring that only the client has control over their crypto keys – and that not even IBM can access.

Additionally, earlier this month, Dubber announced its inclusion in the 35+ member strong partner ecosystem for [IBM Cloud for Telecommunications](#): an open, hybrid cloud architecture designed to help telecommunications

providers address the specific challenges of the highly-regulated industry: accelerating business transformation, enhancing digital client engagement and improving agility as they modernize their enterprise applications and infrastructure to unlock the power of 5G and edge.

As part of its work with the ecosystem, [Dubber's](#) Voice Intelligence Cloud will integrate and be interoperable with IBM Cloud for Telecommunications, to help enable providers to deliver next generation Unified Call Recording and Voice AI Services on one cloud platform.

For more information about IBM visit www.ibm.com.au

About Dubber:

Dubber is unlocking the potential of voice data from any call or conversation. Dubber is the world's most scalable Unified Call Recording service, and Voice Intelligence Cloud adopted as core network infrastructure by multiple global leading telecommunications carriers in North America, Europe and Asia Pacific. Dubber allows service providers to offer call recording for compliance, business intelligence, sentiment analysis, AI and more on any phone. Dubber is a disruptive innovator in the multi-billion dollar call recording industry, its Software as a Service offering removes the need for on-premise hardware, applications or costly and limited storage.
