



[www.VisionPointSystems.com](http://www.VisionPointSystems.com)

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## Vision Point Systems Introduces New Telephony Deployment Assessment Offering

Blacksburg, Virginia – Vision Point Systems today announced the introduction of **VoiceVision<sup>SM</sup>** - a consultative evaluation service which assesses the performance and compliance of **Interactive Voice Response (IVR), contact center and telephony systems** operating in regulated environments. The new [www.voicevisionivr.com](http://www.voicevisionivr.com) website provides information about the process, benefits and applications of a VoiceVision evaluation.

*VoiceVision is a proprietary, standardized evaluation process which delivers an analysis of integrated IVR systems, contact center operations and voice/data networks performance quickly and inexpensively.* VoiceVision identifies operational cost drivers, locate opportunities to leverage existing assets and find regulatory risk areas. Many regulated pharmaceutical and biotechnology companies, clinical research organizations, pharmaceutical benefits management, medical device manufacturers and similar regulated markets have common, critical customer communications needs. "We review all aspects of a system through the lenses of quality, cost, and risk to identify ways to make our clients system as efficient and effective as it can be. A VoiceVision evaluation improves the quality of service our clients give to their internal and external customers." said Yong Lee, Chief Executive Officer.

*Facilitating communications between pharmaceutical companies, their patients, pharmacies and health care providers to ensure patient safety and compliance requires continual review, development, testing, validation and documentation development to meet evolving GxP guidelines and FDA regulations.* "We have worked with 21 CFR Part 11 regulations for nearly a decade. We know what questions to ask and what documentation and procedures to review to audit existing system performance and compliance so we can produce recommendations that serve our clients' strategic business goals" said Jim Schweitzer, VoiceVision Business and Technical Director.

Founded in 2002, Vision Point Systems ([www.visionpointsystems.com](http://www.visionpointsystems.com)) is a technology and engineering company serving the needs of FDA-regulated businesses, the Department of Defense, manufacturing and non-profit industries. With offices located in Fairfax, VA, and Blacksburg, VA, Vision Point Systems helps organizations better leverage existing technology to meet business goals.

For more information please contact:

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