



# CyberTech Selects MySQL for its Voice Recording System



## MynaVoice Recording software

Hardware: COTS PCs

OS: Microsoft Windows

Database: MySQL

“We selected MySQL for its advanced technology for extending the database into our own software solutions.

Thanks to its support for open standards, we’ve been able to reduce the complexity of management and save on licensing costs as we provide our global clients with a solid and flexible solution.”

### Arno Sybrandy

Sales and Marketing Manager,  
CyberTech

## CyberTech Overview

Based in The Netherlands, CyberTech B.V. produces a wide range of hardware and software solutions for the control, analysis and assessment of multimedia communications for use in corporate call centers and other high-traffic voice applications. Their MynaVoice voice recording software has over 100,000 users worldwide. CyberTech’s products are sold to both end-users and OEMs — several leading telecom brands and recorder manufacturers use CyberTech technology in their products.

## Their Business Challenge

CyberTech needed a powerful database that they could embed into their MynaVoice solution that could quickly store and recall large amounts of multimedia data. Some of their customers want to retain over 5 million telephone and other conversations every year so speed and scalability were very important requirements. In addition, CyberTech sought a database that was easy to use, affordable and highly extensible.

## The MySQL Solution

Working in a standard PC/server environment via a secure Web browser, MynaVoice manages conversations and call data — storing both in a MySQL database so they can be tracked and re-played to ensure better customer service and accountability.

Each recorded call is stored as an encrypted file on a hard disk in the recording system, along with customized call data. The MySQL database contains records of all recorded calls, with references to the stored call files. Through a searchable Web-based interface, the database can recall, decrypt and authenticate selected calls. The call can then be replayed with a standard Windows audio player.

## MySQL Enterprise Server for OEMs, ISVs, and VARs

MySQL Enterprise Server is a full-featured, zero administration database that enables ISVs and OEMs to bring their applications and solutions to market faster. MySQL's small footprint, zero administration and support for 20+ platforms gives ISVs and OEMs ultimate flexibility to ship a highly reliable SQL compliant, transactional database with just about any software application or hardware appliance.

The MySQL Embedded Database enables OEM/ISV/VARs to:

- **Reduce COGS and improve profitability** by embedding a cost-effective database without artificial license restrictions on CPU, memory, and servers
- **Bring applications to market faster** by embedding a proven database rather than building and maintaining a proprietary database in-house
- **Deliver a differentiated solution** that can capture, store and report on data with speed and granularity by embedding a full-featured, relational database
- **Win competitive comparisons** using a SQL compliant, relational database with superior performance and reliability
- **Deliver a Zero Administration solution** so that their customer don't have to hire dedicated DBA resources
- **Make reporting and analysis easy** using a cost-effective open source reporting solutions like Jasper for MySQL: OEM Edition.

MySQL Embedded Server is Ideally Suited for:

### Software Applications

- Network & Performance Management
- Monitoring Systems
- CRM & ERP
- Educational Software
- Email, Anti-spam software
- VoIP & Online Messaging
- Healthcare & Practice Management
- Biotech

### Hardware Appliances

- Networking Equipment
- Routers & Traffic Controllers
- Security Appliances
- Retail Kiosks
- Point-of-Sale (POS) Systems
- Diagnostic Instruments
- Sensory Devices
- And more...

## About MySQL

MySQL AB develops and supports the MySQL database server, the world's most popular open source database. Over ten million installations use MySQL to power high-volume Web sites and other critical business systems — including industry-leaders like The Associated Press, Yahoo, NASA, Sabre Holdings and Suzuki.

MySQL is an attractive alternative to higher-cost, more complex database technology. Its award-winning speed, scalability and reliability make it the right choice for corporate IT departments, Web developers and packaged software vendors. For more information about MySQL, please go to [www.mysql.com](http://www.mysql.com).



[www.mysql.com/enterprise](http://www.mysql.com/enterprise)