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Silverton Consulting's Ray Lucchesi voted "Top Speaker – SNIA Tutorials" for April 2007 Storage Networking World

Broomfield, Colo. – Ray Lucchesi received a "Top Speaker –SNIA Tutorials" award for his talk at the April 2007 Storage Networking World conference in San Diego. Rays talk was on "Business Intelligence from Mining VoIP Voice Recordings". At the fall SNW there were over 45 SNIA tutorials constituting the top technical and managerial talent in the worldwide data storage industry. For Ray to be voted "Top Speaker" was quite an honor. Ray received the award at the Fall SNW conference in Dallas at the SNIA award dinner this past Monday. Earlier that day Ray gave a "standing room only" talk titled "Storage Performance 101".

VoIP technology is evolving rapidly and is taking over most major call centers for economical, operational, and functional reasons. Once voice traffic is digitized through VoIP, the opportunities for data mining increase significantly. Ray's talk focused on setting up for voice data mining applications and what some companies have been able to do with this data. Some companies have found ways to significantly improve their service, while other companies have found ways to identify missing but valuable functionality from their product offerings. However, voice data mining has been primarily used to improve overall customer satisfaction.

Ray will be speaking again this next week in New York at the Interop Conference in Manhattan. The topic for this talk is an expanded version of his Storage Performance tutorial titled "Pump Up Array Performance".

ABOUT Silverton Consulting, Inc. - Silverton Consulting is a Strategy, Storage & Systems services company based in Colorado offering storage analyst, marketing, and product development services for storage vendors and offering storage product evaluation, performance tuning, data backup and recovery, storage design, consolidation, and disaster recovery services for storage end users.

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