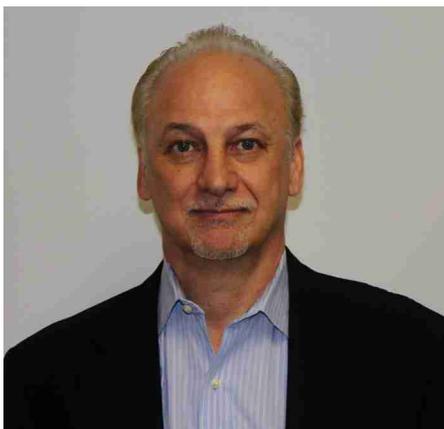


With their Cloud Based Contact Center Software, Microlog Corporation is Enhancing the Customer Experience for their Government, State, Local and Private Sector Customers

**Technology
Software
(MLOG-OTCPK)**

Microlog Corporation

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Gaithersburg, MD 20879
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**Richard E. Meccarielli
Chief Executive Officer**

BIO:

Richard Meccarielli is an accomplished Fortune 500 senior executive with particular skill sets in the life sciences, wireless telecom, investment banking and consulting services markets. He possesses extensive management and P&L responsibility with excellent results at both private, venture capital funded environments and public companies. Most currently, he is in the role of President and Chief Executive Officer, Microlog Corporation., a diversified contractor in federal, state and private arenas for healthcare IT. Prior to Microlog, Rich had served as:

- Managing Director, New York based Restructuring & Turn-around firm
- Chief Operating Officer, LBA Group; telecommunication service/manufacturing
- Managing Director of Pierce Leigh Corp, a niche investment banking firm that specialized in turnarounds and restructuring
- General Manager, Harris Corp. – Federal, P&L of \$30 Million and 250 staff
- Vice President, James Martin Strategy, Inc., for International & Federal groups
- GE, Director-Product Support, \$50 Million P&L and worldwide staff of 800

Rich has been instrumental in the success of several venture capital portfolio companies. As a result, he has been an “on call” resource to several of these firms. Rich and his family live in Vienna, Virginia and he is, originally, a native of New York. Rich hold a BS in Communications Technology from the State University of New York and an MBA in Finance from Rivier College.

Company Profile:

Microlog Corporation designs, implements and services patented software applications that enhance the productivity of the customer contact center experience, as well as providing consultation on a variety of system integration options. The company's services encompass the migration of e-commerce into the traditional call center environment by Web enablement. Microlog's award winning products support this Web enablement, as well as supporting all inbound and

outbound media, telephone, e-mail, fax, and Web for contact centers.

**Interview conducted by:
Lynn Fosse, Senior Editor
CEOCFO Magazine**

CEOCFO: Mr. Meccarielli, would you give us a brief overview Microlog?

Mr. Meccarielli: Microlog Corporation has been around for over forty years and has been an innovator in IVR interactive voice response for a number of different vertical markets. In the lottery market, for instance, VA Lottery uses our system so that players can call into retrieve the winning numbers and receive other important lottery information. We have also had the Delaware Department of Labor as a customer for over 10 years. Their TeleBenefits system allows the caller to enter their PIN number to claim their weekly unemployment insurance benefits check by telephone. Microlog also provides call-center or contact center management software for military treatment facilities. Walter Reed, which is now combined with Bethesda Naval and a few others, has our Patient Appointment System™. The patient calls in, enters their social security number, and our system routes it to their database, holds the data, and then brings it to the screen for the agent. We are in eight or nine different treatment facilities right now. We have five active patents and one in particular was for our call-center and contact center management software. Most of our revenue now comes from the government, such as the DoD, and the remainder is from the state, local, and private sector.

CEOCFO: What made you decide to go in the contact management direction?

Mr. Meccarielli: Microlog started in the IVR and outbound dialing business with an older product about twenty-five or thirty years ago. A good example of that would be JC Penney in the 1980's. If you got a phone call that said your order is in, it was Microlog's automatic outbound dialing system. Our Automated Prescription Refill System® was installed at one of the major pharmacies all throughout the country and that IVR piece has changed dramatically over the last ten or fifteen years. There is a lot more competition today. Some of the major telecom switch manufacturers have gotten into IVR and they offer it along with their switch. That has been something that has been a staple of what Microlog does. Along with DoD, we have recently gone into some of the markets in state and local government to offer our IVR services.

CEOCFO: Why is DoD using your services, and what is it about your system that is easier, better, or less expensive?

Mr. Meccarielli: Microlog filed a patent back in 1997 for our UniQue product, that no one had at that time. It allowed someone to call in and take that caller's information by a telephone call, fax, email, chat, or so on. That is what really led some of the military treatment facilities to look at this product. Now, almost everyone in this space today has something similar. We just kept up with our current customers and made upgrades where needed. It has allowed us to stay in that market and look even further into the market. Most of the MTF's are the Army, but you also have the Navy and Air Force. We have the Microlog name, and Microlog has been doing this longer than anyone else.

CEOCFO: What is your revenue model?

Mr. Meccarielli: With right now and what it has been in the past, we are a premise-based provider, in other

words, we provide the hardware and the software and the license. We install it at the customer facility, so that is a one-time revenue hit, and then there is a recurring revenue stream of maintenance. We are now looking more at a hosted and cloud-based model as some markets are switching over to these platforms. DoD is now starting to look at that, but most of the opportunity for hosted or cloud-based is in the state, local, and private sector.

CEOCFO: Is DoD reluctant because of security issues?

Mr. Meccarielli: Yes. The DoD has come out with some very stringent certifications on your system and how it interacts with their network albeit army, navy, and so on, or just straight DoD network. At some point, they

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may be more comfortable, but they are still a little reluctant. It is a significant cost-savings for them, but they are still reluctant that somebody could hack into the network, which is not their facility, and there is no outside network coming in.

CEOCFO: Why should people be confident that your cloud-based system is secure?

Mr. Meccarielli: Any time an individual is entering their social security number into a system, a security breach is always a concern. The DoD does not want anybody to be able to access somebody's medical data. We do not run into as many security and certification issues in the state and local governments. They may want somebody to go in and be able to pay

a water bill (the customer would have to be PCI compliant), or in one case get land permits, which they can do online. It is automating a great deal of the processes that have been manually performed and required more resources on the other end of the phone.

CEOCFO: How do you increase sales?

Mr. Meccarielli: There are a number of resources you can go to that have feet on the ground, so to speak, in anticipation of an RFP coming out. Most of them cannot be sole source, so they typically look for two or three bidders, and it is always competitive. In some cases, our system is proprietary, but if it is a new bid with the government, an RFP will almost always come up. There are some services that will research specific opportunities and will tell you in three months if an opportunity is going to come up for that agency for "X".

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CEOCFO: What is the financial picture like today for Microlog?

Mr. Meccarielli: I would have to say we are in a very solid position. We are off to a great

start this year. We just hired a new VP of Sales and Director of Operations. We are looking at a number of different vertical markets and are rolling out a brand-new platform that is more robust. Things are looking very well for Microlog in 2012 and beyond.

CEOCFO: Why should potential investors pay attention to Microlog?

Mr. Meccarielli: Microlog has the legacy and the name. We have a new platform that is just as user-friendly and feature-rich as our competitors and we think at a better price point. Based on that, and where we are with assessing the market, we think Microlog will be an excellent investment for anyone going forward. Microlog is off to a great start this year.

