

**Press Release**

**INOVO is proud to announce that its strategic partner - Presence Technology - Received the 2008 Product of the Year Award**



*Presence OpenGate Honoured for Outstanding Innovation by Customer Interaction Solutions magazine*

Miami, FLORIDA, — **Presence Technology** announced today that **Presence OpenGate** has received a 2008 Product of the Year Award from Technology Marketing Corporation's (TMC®) *Customer Interaction Solutions* magazine ([www.cismag.com](http://www.cismag.com)), the leading publication covering CRM, call centres and teleservices since 1982.

INOVO Telecom (Pty) Ltd. is a Value added Reseller of Presence Technology's suite of Contact Centre solutions for the African and Southern African region.

“The award comes as no surprise” says Eugene Schalkwyk, Chief Technology Officer of INOVO Telecom. “The Presence Suite of products combined with virtualization and other supplementary technologies provide a unique value proposition for any contact centre.” explains Eugene Schalkwyk.



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Presence OpenGate is a powerful and flexible TDM and VoIP gateway that is fully integrated with Presence Technology's well-known Contact Centre Solution Suite. Based on a robust and flexible switching engine, and optimized by Presence Technology's R&D team, Presence OpenGate meets the demands imposed by the most stringent Contact Centres in performance, scalability and up-time.

"We are honoured that Presence OpenGate has been recognized as one of the most innovative products on the market", says Jose Luis Castaños, Executive Vice President and Founder of Presence Technology. "The Presence OpenGate architecture is totally modular allowing virtually limitless scalability and is adaptable to all types of Contact Centres. Presence OpenGate demonstrates our *Elastic Contact Centre* concept where software solutions running on commodity hardware are leveraging innovative business models allowing companies true flexibility in their organizations", explains Castaños.

"I am pleased to honour **Presence Technology** for their hard work and accomplishments. Their commitment to quality and excellence benefit the contact centre experience as well as ROI for the companies that use them," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Interaction Solutions*. "For 11 years, *Customer Interaction Solutions* magazine has recognized the companies which demonstrate excellence in technological advancement and application refinements."

The 11<sup>th</sup> Annual Product of the Year Award winners will be featured in the January 2009 issue of [Customer Interaction Solutions](#) magazine.

For more information about the *Customer Interaction Solutions*' 2008 Product of the Year Awards or any of the TMC media properties, please visit [www.tmcnet.com](http://www.tmcnet.com).



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### **About Presence Technology:**

Presence Technology is a software company specializing in advanced solutions for the Contact Centre. Our software solutions optimize resources and increase efficiency of the interactions between companies and their customers. Featuring a highly-qualified professional team along with our network of strategic partners, the company has helped customers worldwide across Europe, South America, South Africa and the USA.

For further information, please visit our website at [www.presenceco.com](http://www.presenceco.com)

### **About INOVO**

INOVO is a Value Added Reseller of Presence Technology. Based in Gauteng, INOVO is a leading global supplier of Contact Centre Solutions. The Company provides a comprehensive product and solution range covering multiple solutions to a wide spectrum of end-users including corporations, small businesses, as well as public and commercial applications. INOVO focus not only on technology but how technology can be applied in the organization to leverage your contacts centre's people, processes and existing technology.

For further information, please visit our website at [www.inovo.co.za](http://www.inovo.co.za)

### **About Customer Interaction Solutions**

Since 1982, [Customer Interaction Solutions](http://www.cismag.com) (CIS) magazine has been the voice of the call/contact centre, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, *Customer Interaction Solutions* strives to continue to be the publication that holds the quality bar high for the industry. Please visit [www.cismag.com](http://www.cismag.com).



Contact Centre Solutions



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## About TMC

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in person and online. TMC publishes [Customer Interaction Solutions](#), [INTERNET TELEPHONY](#), [Unified Communications](#), and [IMS Magazine](#). TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by three million unique visitors each month worldwide, according to Webtrends. In addition, TMC produces [INTERNET TELEPHONY Conference & EXPO](#), [Call Center 2.0 Conference](#) and [Communications Developer Conference](#).

For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).

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