



## PRESS RELEASE

### **INOVO is proud to announce that its strategic partner - Presence Technology - Received the Customer Interaction Solutions® Magazine's 2010 Product of the Year Award**

*Presence All-In-One Suite recognized for Exceptional Innovation*



**Johannesburg, January 20th, 2011** - INOVO, a leading provider in the telephony and contact centre industry announced that it's strategic partner, Presence Technology has received the 2010 Product of the Year Award from Technology Marketing Corporation's (TMC®) Customer Interaction Solutions magazine, the leading publication covering CRM, call centres and tele-services since 1982.

"The award comes as no surprise. Presence have now won product of the year award 3 years running" says Wynand Smit, Chief Executive Officer of INOVO. "The Presence Suite of products combined with virtualization and other supplementary technologies provide a unique value proposition for any contact centre." explains Wynand Smit.

The editors of Customer Interaction Solutions selected companies to receive the esteemed Product of the Year Awards based on their vision, leadership and diligence. "Representing the best in the industry, winners of the Product of the Year Award have demonstrated a devotion to excellence and the further advancement of the call centre and CRM industry through their innovative products and services", said Erik Linask, group editorial director of TMC.

"Presence Technology was granted a 2010 Product of the Year Award for its achievement in advancing Contact Centre technologies. Presence Suite has demonstrated excellence as well as provided ROI for the companies that use it", said Rich Tehrani, CEO, TMC. "Customer



Interaction Solutions magazine has been honouring innovative companies for 13 years and Presence Technology has earned its place with this distinguished honour”.

Presence All-In-One Suite adds additional functionality to Presence OpenGate switches; creating a more user-friendly environment, minimizing campaign time-to-production as well as manager training time. Overall, Presence All-In-One Suite is the most flexible and speed to value Contact Centre solution on the market. Presence Technology always offers robustness and reliability.

“The latest version includes major enhancements, including the Social Media Module, a brand new unified administration Suite engine, several new out-of-the-box reports and full compliance with Data Protection laws”, explains John Franco, Executive Vice President for North America at Presence Technology. “We are honoured that the latest version of Presence All-In-One Suite has been recognized as one of the most innovative products on the market.”

## About INOVO

At INOVO we believe that the true value in technology is unlocked by how the technology is applied in the organization. High operational costs, flexibility or agility to adapt to customer requirements, access to technology and capital, time to market, business continuity and specialized skills are some of the major challenges that organizations face by using traditional telephony , contact centre and self service solutions. At INOVO we strive to break down these barriers by building innovative solutions, we combine technology, flexible commercial models, great service, and exceptional technical/operational skills to exceed the business needs, revenue growth objectives and cost containment goals of our customers.

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

## About Presence Technology:

Presence Technology is a leading provider of specialized Contact Centre software. Presence’s Solutions allow Contact Centres to optimize their resources and increase productivity between the business-client interfaces. Manned by highly qualified professionals, Presence works with numerous world class companies and boasts a vast network of partners throughout South Africa, Europe, Latin America and the U.S. who stand behind and provide support for any project around the world.

For more information: [www.presenceco.com](http://www.presenceco.com)

## About Customer Interaction Solutions

Since 1982, Customer Interaction Solutions (CIS) magazine has been the voice of the call/contact centre, CRM and tele-services industries. CIS magazine has helped the industry germinate, grow, mature and prosper. 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.

For more information: [www.cismag.com](http://www.cismag.com)

## About TMC

Technology Marketing Corporation (TMC) is global, integrated media companies helping our clients build communities in print, in person and online. TMC publishes Customer Interaction Solutions, Internet Telephony, Unified Communications and NGN magazines. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by two million unique visitors each month on average worldwide, according to Webtrends. In addition, TMC produces Internet Telephony Conference & EXPO (ITEXPO), Digium|Asterisk World (in conjunction with Digium) and Smart Grid Summit (in conjunction with Intelligent Communication Partners).

For more information: [www.tmcnet.com](http://www.tmcnet.com)

inovo

INOVO Telecom (Pty) Ltd – VAT: 4340236647 – Reg.: 2006/031331/07

---

### **INOVO Contacts:**

Cherize de Lange  
Tel. +27 12 665 2265  
[sales@inovo.co.za](mailto:sales@inovo.co.za)

**More info at:** [www.inovo.co.za](http://www.inovo.co.za)