



**USAN Honored with a 2010 IP Contact Center Technology Pioneer Award
from *Customer Interaction Solutions Magazine***

Norwalk, CT, (July 27, 2010) — USAN announced today that [Technology Marketing Corporation](#) (TMC) has named their Hosted Contact Center Solutions as a recipient of a 2010 IP Contact Center Technology Pioneer Award from its magazine, [Customer Interaction Solutions](#). *Customer Interaction Solutions* has been the leading publication in CRM; call center and teleservices industries since 1982.

USAN's Hosted Contact Center suite is designed for enterprises with disparate systems and locations, expect 99.999% up time, and exceptional service. With over twenty years of experience, the USAN Hosted Contact Center features IVR, ACD, IP PBX, Outbound Dialer, Workforce Management and Quality Management, which all cater to the specific requirements of organizations and provide the end-customer with the information they demand more quickly and efficiently. The USAN SaaS Contact Center solution allows companies to reduce costs and improve customer satisfaction simultaneously, making the USAN solution the right one for any enterprise.

"Businesses must provide more customer-centric contact center strategies using IP technologies while ensuring they are also the most cost-efficient," explained Steve Walton, CEO of USAN. "USAN has been at the forefront of the latest technologies and providing best of breed hosted contact centers solutions. We are delighted to be honored by *Customer Interaction Solutions Magazine* for our innovative solution suite."

The 2010 IP Contact Center Technology Pioneer Award awards companies that have produced an innovative, successful IP contact center product or service.

"TMC is proud to distinguish USAN with an IP Contact Center Technology Pioneer Award. Hosted Contact Center Solutions has been designed with the needs of the contact center market in mind and the potential of IP behind it making it worthy of this prestigious honor," said [Rich Tehrani](#), CEO, TMC.

"Technology is the key to the success of any call center so it is my pleasure to recognize USAN for bringing superior, groundbreaking technologies to market while providing high quality and advanced applications," continued Tehrani.

Winners of the IP Contact Center Technology Pioneer Award will be highlighted in the July, 2010 issue of [Customer Interaction Solutions](#) magazine.

For more information please visit www.tmcnet.com.

About USAN

USAN provides a portfolio of world-class SaaS contact center solutions to enterprises and carriers over a high-availability (99.999%), fully redundant infrastructure. The USAN platform in the cloud offers comprehensive products from automatic call distributor (ACD), interactive voice response (IVR) with speech, outbound dialer,

workforce management, call recording to Vision reporting. To learn more about the USAN difference, visit www.USAN.com.

About Customer Interaction Solutions

Since 1982, [Customer Interaction Solutions](http://www.cismag.com) (CIS) magazine has been the voice of the call/contact center, 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.

About TMC

Technology Marketing Corporation (TMC) is a global, integrated media company helping our clients build communities in print, in person and online. TMC publishes [Customer Interaction Solutions](http://www.cismag.com), [INTERNET TELEPHONY](http://www.internettelephony.com), [Unified Communications](http://www.unifiedcommunications.com), and [NGN](http://www.ngn.com) 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. TMCnet has ranked within the [top 3,500](http://www.quantcast.com) in Quantcast's Top U.S. sites, placing TMCnet in the nation's top .03% most visited Web sites. In addition, TMC produces [ITEXPO](http://www.itexpo.com); [4GWE Conference](http://www.4gwe.com) and [M2M Evolution](http://www.m2m.com) (in conjunction with Crossfire Media); [Digium|Asterisk World](http://www.digium.com) (in conjunction with Digium); and [Smart Grid Summit](http://www.smartgrid.com) (in conjunction with Intelligent Communication Partners). TMC serves other communications market segments with the [Cloud Communications Summit](http://www.cloudcommunications.com) (in conjunction with Light and Electric); [CVx ChannelVision Expo](http://www.cv.com) (in conjunction with Beka Publishing); and [MSPWorld™](http://www.mspworld.com) (in conjunction with the MSP Alliance).

TMC also serves technology professionals with industry-specific Web sites: [InfoTech Spotlight](http://www.infotech.com), [4GWE](http://www.4gwe.com), [M2M Evolution.com](http://www.m2m.com), [Smart-Grid.TMCnet.com](http://www.smart-grid.com), [Smart Products Ecosystem](http://www.smartproducts.com), [Robotics.TMCnet.com](http://www.robotics.com), [Cable.TMCnet.com](http://www.cable.com), [Satellite Spotlight](http://www.satellite.com), [Green.TMCnet.com](http://www.green.com), [Healthcare.TMCnet.com](http://www.healthcare.com), [Business Video](http://www.businessvideo.com), [Finance.TMC.com](http://www.finance.com), [Legal.TMC.com](http://www.legal.com) and [Education.TMCnet.com](http://www.education.com).

For more information about TMC, visit www.tmcnet.com.

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