
Press Release

Presence Technology Receives 2012 TMC Labs Innovation Award

Presence for Healthcare Recognized for Exceptional Innovation

Atlanta, GA, Oct 25, 2012 - **Presence Technology**, a worldwide leader in Contact Center Solutions, announced today that Technology Marketing Corporation (TMC®) has named **Presence for Healthcare** as a recipient of its 2012 TMC Labs Innovation Award.

Presence for Healthcare offers a solution to support the needs of both patients and providers, with a multi-channel contact center platform, enhancing and improving patient and provider communications in an efficient and cost effective manner. "Our product is easy to use, easy to implement, cheaper to own, and has more features than our competitors. We find our customer need feature-rich solutions that can handle client demand, and are capable of adapting easy and quickly to changes requested by the organizations they serve" said **John Franco, EVP North America Presence Technology**.

Presence Technology has demonstrated a commitment to quality and the development of the unified communications industry," said Tom Keating, CTO and TMC Labs executive editorial director at TMC. "Presence Technology deserves this honor, and I look forward to more innovation as they continue improving the future of the UC industry."

"We're proud to grant Presence Technology with a Unified Communications TMC Labs Innovation Award," stated Rich Tehrani, TMC CEO. "Presence Technology has shown true innovation and is deserving of this recognition."

The TMC Labs Innovation Award honors products that have demonstrated innovation, unique features, and noteworthy developments toward improving communications technology. The TMC Labs Innovation Award is not granted to the best-selling products, but instead to those representing a significant contribution to the industry.

TMC Labs 2012 Innovation Award highlights are published in the September 2012 issue of **TMC's CUSTOMER magazine**.

About Presence Technology

Presence Technology is a worldwide leading provider of multichannel contact center solutions enabling contact centers to optimize resources and increase efficiency in the communications process with its customers. Their award winning software solutions are consistently recognized for quality and innovation, most recently receiving the **Unified Communications Product of the Year Award** from Internet Telephony. Presence has a portfolio of **global clients** serviced by a team of highly skilled professionals, and a network of **strategic partners** in North America, Latin America, Europe, and Africa supporting their efforts around the world.

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