



Media Contacts:

Corey S. McFadden, Infradapt LLC – Phone 1-800-394-2301

Stephanie Anderson, Presence Technology – Phone 1-800-847-3309

Infradapt and Presence Technology Join Forces at ITEC Philadelphia

“The Evolving Contact Center” presentation to highlight next-generation sales and customer interaction tools for businesses.

PHILADELPHIA, PA and MIAMI, FL – November 3, 2008 – Infradapt, a leading regional provider of technology solutions, and Presence Technology, a global provider of contact center software systems, announce their joint participation in the ITEC Philadelphia technology exposition. ITEC Philadelphia will take place November 19th and 20th at the Valley Forge Convention Center.

The ITEC Philadelphia event is one of the region’s largest annual business technology conferences. It allows regional companies to evaluate some of the leading technologies critical to running their businesses and keeping them competitive. Exhibitors include many name-brand technology vendors and solutions providers.

A featured presentation at the ITEC Philadelphia event will be a session titled “THE EVOLVING CONTACT CENTER - How today's VoIP and CRM technologies are changing the landscape of customer service,” to be delivered at 10:15 AM on November 20th by Infradapt’s Managing Partner, Corey S. McFadden.

McFadden explains “Infradapt chose Presence Technology to join us largely because of their feature-rich OpenGate contact center solution that combines the sophistication and high availability requirements of a traditional call center platform with forward-looking technologies such real-time web chat and e-mail service integration. Seeing is believing, and we think this will help people understand how telephony and contact centers are evolving to allow businesses to deliver higher levels of service at a lower cost.”

About Infradapt

Infradapt is a leading regional technology solutions firm, providing comprehensive IT consulting and outsourcing. Its customers span many industries from small-to-mid sized businesses to multi-location Fortune-1000 enterprises. Infradapt's solutions range from basic IT services

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through multi-tier outsourced support and business continuity solutions. Infradapt has a strong IP Telephony (VoIP) service concentration, specializing in designing, integrating, and supporting converged voice networks including multi-site and call center systems. Recognized nationally for service and engineering excellence, Infradapt is the company experts choose.

www.infradapt.com

About Presence Technology

Presence Technology is a global contact center solution provider specializing in CTI, predictive dialing and intelligent routing, compatible with any PBX system. Presence OpenGate combines rich contact center features with an open source switch platform for a powerful standalone solution. Unique to Presence is the usability, flexibility and management. Featuring a professional team with over 112 cumulative years of contact center experience and a network of strategic partners, Presence Technology has helped companies in Europe, South Africa, South America and the U.S. achieve their business goals and better serve their customers.

www.presenceco.com

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For more information, please contact:

Corey S. McFadden
Infradapt
1-800-394-2301
c.mcfadden@infradapt.com

Stephanie Anderson
Presence Technology
1-800-847-3309
sanderson@presenceco.net