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Infradapt Announces Expanded Cloud PBX and Hosted Contact Center Service Offerings

Digium Switchvox offered for small and mid-sized business customers; Presence OpenGate available for contact center operators.

PHILADELPHIA, PA – June 28 2011 – Infradapt, a leading provider of business communications and technology infrastructure solutions announces the immediate availability of enhanced hosted communications and phone system offerings for its customers.

With Digium's Switchvox as a full-featured PBX solution for small and mid-sized businesses, and Presence OpenGate contact center platform for enterprise and contact center organizations, Infradapt's offering has something for every market.

Digium Switchvox is a powerful full-featured Unified Communications solution. A full range of PBX features, including ACD, fixed mobile convergence, iPhone and Blackberry applications, as well as a web-based agent screens make Switchvox a perfect phone system solution for any business.

Hosted Switchvox service plans include phone service throughout the USA, competitive calling packages, as well as implementation, training, and full-service support.

For customers with advanced contact center needs--as well as call center outsourcers--Infradapt's partnership with Presence Technology brings their OpenGate product to its cloud services platform.

A full contact center suite, Presence OpenGate offers:

- Predictive Dialing
- Workforce Productivity Analytics
- Integrated Call Routing Strategies
- Robo-Calling
- Social Media Integration
- ...and many others!

Since its inception in mid-2006, Infradapt has been a leading provider and integrator of premise and hosted open communication solutions. Its customers represent nearly every industry including universities, public companies, auto manufacturers, restaurants, aerospace, banking and financial services...

Through partnerships with Tier-1 carriers, Infradapt operates its cloud services platforms and hosted solutions from unparalleled facilities. Nearly unlimited bandwidth and telecommunications scalability allows organizations of any size leverage Infradapt's service and delivery expertise to execute challenging business objectives.

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 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

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