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FOR IMMEDIATE RELEASE

**ZEACOM HONORED WITH
2010 IP CONTACT CENTER TECHNOLOGY PIONEER AWARD FROM
CUSTOMER INTERACTION SOLUTIONS MAGAZINE**

*Award Represents Fourth Consecutive Year in Which Industry Lauds Zeacom
For Innovation, Service and SME Market Insight*

Irvine, CA (August 2, 2010) — **Zeacom** (www.zeacom.com), a leading global provider of unified communications and contact center software for small-to-medium-sized enterprises (SMEs), today announced that [Technology Marketing Corporation](#) (TMC) has named **Zeacom** as a recipient of the 2010 IP Contact Center Technology Pioneer Award from its magazine, [Customer Interaction Solutions](#). The 2010 IP Contact Center Technology Pioneer Award salutes companies that have produced an innovative, successful IP contact center product or service.

"We are very pleased to receive this honor, as it speaks volumes to the year-after-success from which SME's benefit through Zeacom Communications Center (ZCC), unified communications and process automation software and solutions," said Zeacom President, Ernie Wallerstein.

"Though economists pontificate that the U.S. economy is beginning to stabilize, now more than ever, SMEs demand simplicity and ease-of-use in their communications software and solutions, and must have access to the technologies that deliver significant cost benefits and tangible organizational efficiencies," added Mr. Wallerstein.

Earlier this year, Zeacom reported that its global revenue increased by over 15% in 2009, and that its number of employees jumped to over 150. Of particular note, is that Zeacom's continued penetration of various vertical markets translates into more than 180,000 daily users within 2,800 organizations across 28 countries.

"TMC is proud to distinguish **Zeacom** with an IP Contact Center Technology Pioneer Award. ZCC is unique in that it has been specifically designed with the needs of the SME in mind; the potential of IP behind this powerful and proven solution validate its receipt 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 **Zeacom** - for the fourth consecutive year - 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 ZEACOM

Zeacom (www.zeacom.com) is a leading provider of Unified Communications and Contact Center solutions. More than 2,800 organizations, across 28 countries, use Zeacom's business communications and Process Automation software to improve efficiency and enhance customer service.

For additional information, please visit <http://www.zeacom.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, or for more information about TMC, visit www.tmcnet.com.

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