



PRESS RELEASE

Altivon Celebrates 20th Anniversary

Grows from Early Voicemail Systems to Next Generation Communications Solutions

October 29, 2009 Phoenix, AZ—[Altivon](#) today announced its 20th anniversary as a communications integrator. The company was founded by current President Bruce Andersen in October 1989 as Call Dynamics. The company evolved from delivering voicemail and call processing systems to integrating [enterprise communications](#) and [contact center solutions](#). The company remains committed to elevating the customer experience and helping its customers improve their businesses through effective technology implementation and support.

“Technology alone does not solve business problems,” said Andersen. “We saw that first hand when replacing poorly implemented voicemail systems that confused callers or left them in ‘voicemail jail’. How well technology serves the business depends on how it is selected, implemented, and introduced to users. Our business approach is based on a deep understanding and commitment to this model.”

Altivon has developed a disciplined, process-oriented methodology for understanding each customer's business and the ‘communication flow’ into, out from, and within that business. This allows customers to address core process problems and increase profit, improve satisfaction, and make better decisions.

“A large part of our strength is in our people,” said Andersen. “Several of them have been with us for 15 years or more, giving them a rich industry perspective and credibility with customers.”

Altivon integrates and deploys enterprise communications systems and contact center solutions that improve both efficiency and caller satisfaction. These systems increase [remote and mobile worker access](#), intelligently route interactions, and handle many communications channels. Altivon is an [Interactive Intelligence](#) Elite Partner for contact center, enterprise telephony and process automation technology.

“While the phone call is still a critical component of both communications and the contact center, customers today want more choices,” said Andersen. “We deliver cost-effective VoIP solutions that support web-chat, email, call-backs, SMS, and other media.”

The company changed its name to Altivon in 2003 to reflect current trends in enterprise communications and contact centers.

About Altivon

Focused on enabling, enhancing and elevating the experience of an organization’s employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media Customer Interaction Management (CIM), Interaction Process Automation (IPA), Enterprise IP Telephony, Unified Messaging, and Networking. Founded in 1989, Altivon is headquartered in Phoenix, Arizona and has offices across the US and Canada.

Contact

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