



PRESS RELEASE

Altivon Wins Award for Excellence in Contact Center Solutions for the Insurance Industry

Interactive Intelligence Presents Award at Annual Partner Conference

February 10, 2011 Phoenix, AZ—[Altivon](#) today announced that it has been awarded the 2010 “Pace Setter Award” by Interactive Intelligence for excellence in providing contact center solutions to the Insurance industry. The award was presented at the annual Interactive Intelligence Partner Conference, held in San Antonio, Texas. Altivon provides [contact center solutions](#) and [enterprise communications solutions](#) throughout North America.

“With numerous satisfied insurance customers throughout North America, Altivon has clearly demonstrated its success in deploying contact center solutions for this market,” said Interactive Intelligence director of insurance solutions group, Chuck Wilson.

The insurance industry faces an increasingly price-competitive environment. New technologies like the Customer Interaction Center® (CIC) solution from Interactive Intelligence offer simplified administration and state-of-the-art functionality in an all-in-one platform. The Altivon Services team is expert at implementing [Interactive Intelligence®](#) solutions, integrating with existing technology and customizing for specific customer need.

“Insurance companies are embracing the contact center evolution, making their agents more efficient and their customers more satisfied,” said Bruce Andersen, president and CEO of Altivon. “Our focus on this industry makes us uniquely able to help these companies improve their operations, embrace new media, and address their specific customer needs.”

The Interactive Intelligence IP communications software suite, [Customer Interaction Center](#) (CIC), is scalable and standards-based, offering single-platform architecture with inherent multichannel processing. It was designed to deliver comprehensive communications and content management applications, minus the cost and complexity introduced by multipoint products.

Altivon is an Interactive Intelligence Platinum Elite Partner, which enables the company to provide full-scale services and support. Altivon has been offering Interactive Intelligence solutions since 1997.

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.

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