

TMC Interviews Infradapt on Contact Center Technology Challenges at ITEXPO

Video interviews of “thought leaders” conducted at industry conference. ITEXPO East 2009 attended by more than 8,000 people, a 15% increase over last year.

PHILADELPHIA, PA – February 9, 2009 – Corey McFadden, Managing Partner of Infradapt was featured among interviews conducted last week by Erik Linask of TMC Media at ITEXPO East in Miami, Florida. As part of a series of videos featuring thought leaders in IP Telephony and communications technology, Mr. McFadden was interviewed on many topics, including how organizations can reduce costs and improve customer retention by implementing contact center technologies.

Among the topics discussed:

- Identifying hidden “contact centers” within organizations.
- Implementing call center analytics and quality assurance technologies.
- Adding quality monitoring and call recording solutions.
- Reducing telecommunications costs.

The interview is available via TMC’s website at the following URL:

<http://www.tmcnet.com/tmc/videos/default.aspx?vid=808>

Infradapt, a leading provider of communications and network infrastructure solutions participated in the 2009 Asterisk World at ITEXPO East Conference, exhibiting its infrastructure management solutions, IP telephony expertise, and contact center solutions. Mr. McFadden was also a featured speaker in the Asterisk World Presentation Theatre and roundtable participant where he discussed Enterprise VoIP deployment pitfalls.

Held annually since 1999, the Internet Telephony Conference & Expo this year represented approximately 8,300 attendees from thousands of companies and hundreds of companies. This year’s attendance represents a 15% increase over last year’s event and the most successful ITEXPO in history.

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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