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TASterix Announces 100% Hosted Contact Call Center Solutions Deployed Within Infradapt's Voice and Data Network

Hosted solution offers new choices for contact center owners concerned with reliability, expandability, and business continuity.

PHILADELPHIA, PA – May 26 2009 – TASterix, a provider of contact call center solutions for the answering service and virtual labor industry, and Infradapt, a provider of integrated voice and data platform solutions, announce the immediate availability of hosted software and service solutions.

“Hosted solutions are inevitable,” states Vince McGlone, CEO of TASterix. “And with Infradapt’s voice and data infrastructure as well as their telephony expertise, TASterix will be able to provide a myriad of hosted applications inclusive of 24-hour business continuity with real-time failsafe mechanisms in place throughout Infradapt’s national network.” McGlone continues, “Our relationship with Infradapt is what separates us from other vendors since we are providing a true Unified Telecom Solution which merges voice, data, and software.”

Infradapt maintains operations at several Tier-1 carrier facilities throughout the United States, with applications including, voice, data and network virtualization, as well as disaster recovery and business continuity solutions.

The TASterix-Infradapt Hosted Solutions offered are:

- Answering Service Solutions with Resource Sharing
- Traditional PBX
- Inbound Call Center – Help Desk

- Outbound Call Center w/ predictive dialing
- CRM fully integrated with Asterisk (Sugar CRM, etc.)

Hosted solutions offer many benefits, including:

- Flexibility – Services are able to easily move offices or agents without moving phone lines or platform equipment.
- Scalability – The large-scale carrier infrastructure allows a service to quickly scale to more lines when needed.
- Dependability – 24/7 Monitoring, power-protection, fire suppression, carrier and facility redundancy are just some of the many advantages to a Tier-1 data center.
- Quality – The carrier-grade voice infrastructure delivers reliable service without suffering from any of the limitations of retail Voice over IP (VoIP) offerings.
- No Maintenance – Because the services are delivered “on demand” from Infradapt’s infrastructure cloud, there is no individual service maintenance or downtime.

“Hosted solutions are here to stay and I am excited about being an integral part of the TASterix-Infradapt Alliance,” states Steve Michaels of TAS Marketing, the sales and marketing branch for TASterix solutions.

The TASterix and Infradapt Alliance has been the catalyst for the current release of TASterix 3.0 which is fully integrated with Asterisk-based telephony.

Asterisk, the open-source PBX, is a revolutionary platform for voice communications. Used by millions worldwide, Asterisk is a full-featured business phone system with an array of enterprise-grade technologies previously out of the reach of most businesses. Asterisk represents a dramatic change in the way telephone systems are sold and developed, driving innovation and dramatically reducing the costs of telecommunications.

About TASterix

TASterix is a provider of customized contact center solutions, supporting clients throughout North America. TASterix was originally developed by Call Response Consultants and has been in continuous development and production since 1999. The TASterix mission is to offer a more capable and affordable solution to the answering service and virtual labor industries.

www.tasterix.com

About Infradapt

Infradapt, the adaptive infrastructure company, 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.

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