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Business Solutions	File Access	IP Telephony	Outbound Call Center	Telecom Expense Management	Voice Quality				
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#1 VoIP Enabler: Risk-free, Quick & Easy Deployment

May 27, 2010
2010 Unified Communications TMC Labs Innovation Award Winners Announced
 TMCnet News

911 Services

Norwalk, CT (May 27, 2010) — [Technology Marketing Corporation](#), a global, integrated media company, today announced winners of the 2010 TMC Labs Innovation Awards, presented by its publication, [Unified Communications](#).

Address Verification Software

Advanced Carrier Services

Appliance Deployment

ATCA

Auto Attendant

Auto Dialer

Billing

BPA (3rd Party Remote Call Monitoring)

Broadcast Modulator

Budgeting Software

Business Phone Systems

Business Process Automation

Business Software

Business VoIP

Call Center

Call Center Certification

Call Center Furniture

Call Center Hiring

Call Center Management

Call Center Management Software

Call Center On Demand

Call Center Outsourcing

Call Center Reporting

Call Center Scheduling

Call Center Software

Call Center Solutions

Call Center Training

Call Center Workforce Management

Call Monitoring

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The TMC Labs Innovation Award honors ground-breaking products that have helped advance unified communications. While innovation is generally a question of firsts, often it involves taking an existing idea and improving upon it. Challenging established standards and introducing different strategies often signify progression within the industry.

"Unified Communications has seen tremendous growth. Because of major advances in UC technologies and the number of new entries in this market, TMC Labs honors only those who made significant strides in advancing UC solutions with this Innovation Award," said [Tom Keating](#), chief technical officer and executive technology editor for TMC Labs. "There were many entries, and while all entries should be commended for their efforts in the advancement of UC technologies, only a select few showed the most advanced innovations."

Two factors that are not a part in determining the winners are company revenue and number of products sold. Rather, the TMC Labs Innovation Award is based on the concept that the product or service demonstrates raw innovation and represents a major contribution to the industry.

"TMC Labs has honored those companies that proved they upheld the highest standards in advancing unified communications solutions. Trend-setting companies that launched a new product or made an outstanding improvement to an existing application were singled out," said [Rich Tehrani](#), TMC CEO. "The TMC Labs engineers have extensive knowledge of the UC market and selected only those companies that demonstrated their out-of-box thinking to transform the industry. Congratulations to all the winners."

TMC Labs is the communications industry's only in-house testing lab providing objective testing and reviews.

TMC Labs Innovation Award winners will be published with individual in-depth reviews in [Unified Communications](#) magazine's **May/June 2010 issue**.

For more information about TMC, visit www.tmcnet.com.

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2010 Unified Communications TMC Labs Innovation Award Winners

	Company	Product
Call Recording		
Cloud Hosting		
Cloud Telephony		
Communications Provider		
Conference Call		
Conferencing		
Contact Center Headsets		
Contact Center Outsourcing	8x8, Inc.	8x8 (News - Alert) Virtual Office Pro
Contact Center Software	ADTRAN	NetVanta Unified Communications Solution Suite
Coordinated Care Management		
CRM Cloud Computing	ClearOne	Interact AT
CRM Software		
CRM Solutions	Cvpress Communications	C4 IP and C3 IP
Customer Service Software	Digium	Switchvox SMB 4.5
Customer Support Software		
Dedicated Server	Ensim Corporation	Ensim (News - Alert) Unify Enterprise Edition
DID/DDI		
DNS	Esna Technologies Inc.	Telephony Office-LinX 8.0
e911		
E911 Hosted Solutions	Interactive Intelligence	Interaction Process Automation (IPA)
Enterprise Fax over IP		
Ethernet Extender	ShoreTel	ShoreTel for IBM (News - Alert) Lotus Foundations
Fax Over IP		
FoIP		
HD Conference	TANDBERG	TANDBERG Advanced Media Gateway
HD Voice		
Hosted Call Center	Toshiba America Information Systems,	
Hosted Contact Center	Telecommunication Systems Division	Toshiba UC Suite
Integrated Communications		
IP Fax		
IP Media Server	Vidyo, Inc.	VidyoDesktop Executive
IP Multimedia		
IP Multimedia Phone	Voiceserve-Voipswitch Inc	www.calltopbx.com
IP Phone Maker	Voiceserve-Voipswitch Inc	Vippie for iPhone
IP Phones		
IP Transit		
IVR		
IVR System	About Unified Communications magazine	
Knowledge Management Software	Launched in July 2007, <i>Unified Communications</i> magazine is devoted to educating enterprise decision makers on why and how they need to organize unified communications (UC) solutions. Every issue of Unified Communications magazine features: a comprehensive news section; case studies of successful deployments and lessons learned; interviews with top hardware and software companies; and an 'industry' section, featuring analysis of important mergers and acquisition, partnerships and a Wall Street point of view on the unified communications market. Unified Communications has a readership of 100,000.	
Lead Management Software		
Managed Networks		
Master Agent		
Mobile Management		
Mobile Personalization	About TMC	
Mobile Unified Communications	Technology Marketing Corporation (TMC) is a global, integrated media company helping our clients build communities in print, in person and online. TMC publishes Customer Interaction Solutions , INTERNET TELEPHONY , Unified Communications , and NGN magazines. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by two million unique visitors each month on average worldwide, according to Webtrends. TMCnet has ranked within the top 3,500 in Quantcast (News - Alert)'s Top U.S. sites, placing TMCnet in the nation's top .03% most visited Web sites. In addition, TMC produces ITEXPO ; 4GWE Conference and M2M Evolution (in conjunction with Crossfire Media); Digium Asterisk World (in conjunction with Digium (News - Alert)); and Smart Grid Summit (in conjunction with Intelligent Communication Partners). TMC serves other communications market segments with the Cloud Communications	
Mobile Video		
Mobile VoIP		
NEBS		
Network Acceleration		
Network Management		
Network Processor		
Online CRM		

- Online Video Platform Solutions
- Open Source CRM
- PBX Systems
- Phone Systems
- Portable Satellite Antenna
- Predictive Dialer
- Sales Software
- Satellite Optimization
- Service Desk Software
- Softswitch
- Speech Recognition and Text to Speech
- Switch Partition
- Telecom Cost Management
- Telecom Expense Management
- Telecom Lifecycle Management
- Telemarketing Software
- Temperature Monitoring
- Testing IP Services
- Video Conferencing
- Video Content Management Systems
- Virtual Call Center
- Virtual Office
- Virtual PBX
- Virtual Private Data Center
- Voice Broadcast
- Voice Management
- Voice Over IP
- Voice Peering
- VoiceXML
- VoIP Call Center
- VoIP Call Recording
- VoIP Equipment
- VoIP Monitoring
- VoIP Phones
- VoIP Termination
- VoIPSwitch
- WAN Optimization
- Web Conferencing
- Web Meeting
- Wireless Expense Management
- Wireless Infrastructure
- Wireless Management
- Workforce Management
- Workforce Optimization
- Zetafax

conjunction with Light and Electric); [CVxChannelVision Expo](#) (in conjunction with Beka Publishing); and [MSPWorld™](#) (in conjunction with the MSP Alliance).

TMC also serves technology professionals with industry-specific Web sites: [InfoTech Spotlight](#), [4GWE](#), [M2M Evolution.com](#), [Smart-Grid.TMCnet.com](#), [Smart Products Ecosystem](#), [Robotics.TMCnet.com](#), [Cable.TMCnet.com](#), [Satellite Spotlight](#), [Green.TMCnet.com](#), [Healthcare.TMCnet.com](#), and [Education.TMCnet.com](#).

For more information about TMC, visit www.tmcnet.com.

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Edited by [Marisa Torrieri](#)

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