

TiVerity Receives Award for deployment of Cisco's Unified Customer Voice Portal with Enterprise Queue

Technology Managers Forum (www.techforum.com), the professional association for enterprise IT managers headquartered in New York City, has announced the winners of its 12th annual Best Practice Awards program. The Technology Innovation category had two First Place winners this year: The Internal Revenue Service with vendor partners AT&T Government Solutions and TiVerity Consulting, Inc (www.TiVerity.com), and Black Board with vendor partner Scalent.

New York, N.Y. (PRWEB) October 18, 2007 -- Technology Managers Forum (www.techforum.com), the professional association for enterprise IT managers headquartered in New York City, has announced the winners of its 12th annual Best Practice Awards program.

TechForum's Best Practice Awards program, founded in 1996 by executive director Priscilla Tate, was developed to recognize and promote excellence in the business management of technology. The term Best Practices refers to processes proved to be the most effective means of implementing a project, and which are significant by being innovative and can be replicated. The Best Practice Awards program is particularly distinguished by the caliber of its judging panel, which features practicing Fortune 500 IT managers (<http://www.techforum.com/bpa/judges.html>).

The Technology Innovation category had two First Place winners this year: The Internal Revenue Service with vendor partners AT&T Government Solutions and TiVerity Consulting, Inc, and Black Board with vendor partner Scalent.

All winners were chosen from nominations from organizations in the United States, Europe and Asia.

"We are extremely honored to have been named First Place winner in the Technology Innovation - Best Practices category by the Technology Managers Forum," said Pete Schamberger, Chief Executive Officer of TiVerity. "This award confirms TiVerity's commitment to our customers and to the quality of our service delivery. Employing the most talented resources in our industry, the TiVerity team is driven by quality, innovation and processes centered around meeting and exceeding the goals of our customers. I am truly pleased and honored to accept this award on behalf of the entire TiVerity team who has earned this award through their hard work and commitment to customer service. To be recognized by such a distinguished panel of judges and by the Technology Managers Forum is validation of TiVerity's emergence as an industry leader in contact center solutions and technologies."

About TiVerity

TiVerity Consulting, Inc. has distinguished itself in both the federal and commercial business sectors, providing successful integrations of contact center environment core technologies. As a niche player in the contact center market, TiVerity specializes in the strategic allocation and utilization of contact center resources and the centralization and consolidation of multi-site, geographically distributed contact center operations. TiVerity's deployment solutions incorporate the Cisco Unified Communications suite of products (ICM, CVP, IPCC, Web Collaboration, E-mail Manager, Blended Agent, etc.) as the telecommunications middleware layer of the contact center environment/operation.

TiVerity delivers robust technical solutions that provide for the continuity of service, while allowing contact

centers to realize the efficiencies of modernized operating environments. TiVerity's proven ability to both design and implement roadmaps for the migration of present day contact center services to tomorrow's best technology practices is directly tied to the infrastructure and implementation of integrated multi-media contact center solutions. TiVerity is headquartered in Atlanta, GA.

Cisco and Cisco Systems are registered trademarks or trademarks of Cisco Systems, Inc. and/or affiliates in the U.S. and certain other countries. TiVerity Consulting, Inc. is a registered trademark.

###

**Contact Information****Pete Schamberger**

TiVerity Consulting, Inc.

<http://www.TiVerity.com>

678-620-1114

Daryl Shoemake

TiVerity Consulting, Inc.

<http://www.TiVerity.com>

678-620-1114

Online Web 2.0 VersionYou can read the online version of this press release [here](#).**PRWebPodcast Available**[Listen to Podcast MP3](#) [Listen to Podcast iTunes](#) [Listen to Podcast OGG](#)