



## **Angel and TechnoCom Optimize Customer Experience with Cloud-Based Caller Location**

*TechnoCom's LocationSmart™ technology continues to change the way enterprises serve their customers through intelligent voice solutions.*

**Carlsbad, CA and Vienna, VA** – October 11, 2011 - [TechnoCom Corporation](#), a leading provider of cloud-based location services, and [Angel](#), a leading provider of enterprise-focused customer experience solutions announced today a partnership to enhance hosted [IVR solutions](#) with location intelligence. The powerful combination of these cloud solutions revolutionizes enterprise call center services with efficient caller experiences and immediate location insight.

Angel offers a complete suite of IVR and contact center applications that enable customers to easily build, manage, and make updates via a simple Internet connection. As a cloud-based on-demand platform, it is extremely easy to use, launch and access from anywhere, anytime. The Angel platform does not require costly investment in hardware, software or staffing. Angel is leveraging the power of [TechnoCom Location Platform™](#), which aligns perfectly with Angel's universal access by delivering caller location insight without requiring a handset application to be deployed onto user devices.

TechnoCom's LocationSmart services will further enhance Angel's IVR and contact center solutions by providing real-time location awareness to Angel's enterprise customers. The cross-carrier web services platform provides instant access to nearly 90% of mobile and landline phones nationwide, including smart phones, feature phones and tablets. TechnoCom's platform enables the most extensive nationwide location coverage of over 360 million devices.

Angel's location-aware contact center and IVR solutions optimize the overall call experience and deliver caller location details to empower enterprises with immediate and impactful efficiencies across their businesses. With over 1,000 customers, Angel will apply these capabilities to many vertical market segments where the power of location is critical, including mobile resource management, retail and pharmaceutical.

"By leveraging the immediacy and extensibility of the cloud, the combined intelligent voice solution provides our customers with nationwide location insight with minimal development and no device applications required," said Don Keane, VP Marketing and Business Development for Angel. "Integration of TechnoCom's LocationSmart technology with the Angel platform allows us to immediately enable our customers with an enhanced caller experience."

"Exposing new enterprise efficiencies in collaboration with Angel provides callers access to secure and immediate location across all device types, something not possible until recently," said Mario Proietti, CEO of TechnoCom. "Angel continues to lead the hosted IVR segment by making the needs and productivity of their customers paramount."

### **About Angel**

Angel is a leading provider of enterprise cloud-based customer experience management (CEM) solutions, including Caller First focused Interactive Voice Response (IVR) and Contact Center solutions. These solutions enable enterprise organizations to quickly deploy voice, SMS, chat and business intelligence (BI) applications. More than 1,000 customers worldwide turn to Angel's proprietary customer engagement technology to power customer experience, marketing and sales needs. Angel's solutions are built on an on-demand, software-as-a-service (SaaS) platform and require no investment in hardware, software, or human resources, balancing the need for high quality communications with affordable pay-as-you-go pricing.

### **About TechnoCom**

TechnoCom Corporation is a leading provider of products and services to enable wireless location solutions for enterprises, wireless carriers and service providers. TechnoCom helps its customers efficiently implement, optimize and manage location solutions for E911 and commercial location-based services. TechnoCom Location Platform is a turn-key, enterprise location-based services platform that delivers operational efficiencies, cost savings and ubiquitous device access to location and messaging. The company's flagship Location eXchange Server™ and LocationAssurance Manager® platforms allow efficient implementation of wireless location solutions and continuous, automated oversight into location system performance.

Founded in 1995 and privately held, TechnoCom has been selected by Deloitte as one of the 50 fastest growing technology companies in Los Angeles for four consecutive years. TechnoCom's customers include AT&T, Bell Mobility, Cricket, Cross Country Automotive Services, Openwave, Sprint Nextel, TELUS, T-Mobile, and Verizon Wireless. For more information about TechnoCom, please visit [www.technocom-wireless.com](http://www.technocom-wireless.com).

### **TechnoCom Media Contact:**

Brenda Schafer  
TechnoCom Corporation  
+1 760.438.5115 x114  
[bschafer@technocom-wireless.com](mailto:bschafer@technocom-wireless.com)