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For Immediate Release

## **Digium® and Presence Technology Partner to Expand Options in Open Source Switching**

*Partnership will enable customers to run sophisticated customer service centers, help desks and inside sales teams*

**Huntsville, Ala. and Barcelona, Spain– January 13, 2008** –Digium®, the Asterisk® company, has added Presence Technology, with its OpenGate contact center suite of software, to Digium's portfolio of Solutions Partners. The partnership is part of Digium's continuing effort to expand the scope of value-added applications available for Asterisk® and Asterisk Business Edition™.

Presence Technology has developed OpenGate, a complete contact center package for customers that is based on Asterisk Business Edition, the professional version of the world's most popular open source telephony software.

Jim Webster, director of technology partnerships for Digium, said, "We're excited to partner with Presence because its OpenGate solution leverages the power and cost-effectiveness of Asterisk to enable highly sophisticated customer service centers, help desks and inside sales teams."

The Presence OpenGate product works with customers' existing PBX systems or as a standalone ACD solution. Benefits include substantial productivity gains, agent and customer satisfaction, and easy implementation and management.

“This partnership between Presence Technology and Digium expands the available applications for the open source communications community,” said Presence Founder José Luis Castaños. “Most importantly, especially in these tough global economic times, it allows customers to enjoy the productivity improvements and benefits of integrated contact center software regardless of their current telecommunications environment.”

### **About Presence Technology**

Presence Technology is a global contact center solution provider specializing in CTI, predictive dialing and intelligent routing, compatible with any PBX system. Presence OpenGate combines rich contact center features with an open source switch platform for a powerful standalone solution. Unique to Presence is the usability, flexibility and management. Featuring a professional team with over 112 cumulative years of contact center experience and a network of strategic partners, Presence Technology has helped companies in Europe, South Africa, South America and the U.S. achieve their business goals and better serve their customers. More information is available at [www.presenceco.com](http://www.presenceco.com)

### **About Digium**

Digium®, Inc., the Asterisk® Company, created, owns and is the innovative force behind Asterisk, the most widely used open source telephony software. Since its founding in 1999, Digium has become the open source alternative to proprietary communication providers, with offerings that cost as much as 80 percent less. Digium makes Asterisk software available to the open source community and delivers Asterisk Business Edition and Switchvox IP PBX software to power a broad family of products for small, medium and large businesses. The company’s product line includes a wide range of hardware to enable resellers and customers to implement turnkey solutions or to design their own voice over IP (VoIP) systems. More information is available at [www.digium.com](http://www.digium.com).

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