

# Info-Tech Research Group Selects Enterprise Systems Corporation to Upgrade Avaya Systems

FOR IMMEDIATE RELEASE

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HOUSTON, TEXAS – March, 2010 – It was announced that Info-tech Research Group of London, Ontario Canada has selected Enterprise Systems Corporation to perform extensive upgrades to its voice communications and contact center systems. Enterprise Systems will be upgrading the corporate office in London to an Avaya CS1000M SG Release 6 utilizing Pentium 4 processors. The upgrade will also include an installation of Avaya's Communication Control Toolkit (CCT) to provide screen pop functionality for Info-Tech's outbound contact center agents. An Avaya CallPilot 202i is also being deployed as part of the upgrade.

## ABOUT ENTERPRISE SYSTEMS CORPORATION

Houston, Texas Based Enterprise Systems Corporation services and supports Avaya voice and data solutions including CS1000, Communications Manager, CallPilot, Modular Messaging, Contact Center, IOffice and BCM. Competencies include IP telephony (VoIP) LAN/WAN switching, security and wireless engineering and deployment.

## ABOUT INFO-TECH RESEARCH GROUP

Founded in London, Ontario Canada in 1997, Info-Tech Research Group serves over 21,000 IT professionals at 8,000 organizations around the world. Info-Tech's products and services combine actionable insight and relevant advice with ready-to-use tools and templates that cover the full spectrum of IT concerns.