



## TouchPoint One Customer Convergent Earns 2014 Ventana Research Technology Leadership Award

*Operational Innovation in Customer Excellence Awarded for Acuity Contact Center Performance Management Solution*



VENTANA RESEARCH  
**2014** | Leadership Award  
**WINNER**

Indianapolis IN, September 23, 2014 – TouchPoint One, a leading provider of cloud-based Contact Center Performance Management solutions, announced today that customer Convergent Outsourcing, Inc. has been named a 2014 Technology Leadership Award winner for Operational Innovation in the Customer Excellence category.

Convergent won the award for Acuity, a Cloud-based (SaaS) Contact Center Performance Management solution that collects and assimilates disparate systems data and applies role-based dashboards, intelligent workflows, analytics and game mechanics to establish organizational alignment, drive progressively improved financial and operational performance and enhance the customer experience.

"The level of success achieved by most businesses can be directly correlated to the extent success is attained within the contact center - where every key operating principle of the organization comes together," said Greg Salvato, CEO at TouchPoint One. "Acuity CCPM provides a single, agile platform to execute and refine strategy and align, equip and inspire people to strengthen the customer bond, maximize people, processes and technology investments and deliver meaningful, measurable financial benefits. We are tremendously grateful to Ventana Research for this honor as well as their dedication to the research of advances in contact center technologies."

Ventana Research, a research and advisory services firm based in San Ramon, California, selected Award recipients based upon an organizations' or individuals' leadership accomplishments in innovating or enhancing the productivity and outcomes of business or IT processes. Ventana Research highlights and acknowledges the importance of these accomplishments through the Technology Leadership Awards.

"The Technology Innovation Awards honor technology vendors globally and recognize technology innovations that not only can help business and IT be more efficient and effective but most importantly can empower them to find ways to innovate," said Mark Smith, CEO and chief research officer of Ventana Research. "We congratulate TouchPoint One and Convergent on winning this award for their visionary approach to contact center performance management. We see TouchPoint One as leading the trend in the adoption of new technologies that enable organizations to drive greater revenue through their contact centers, strengthen customer relationships while at the same time reduce costs and risk."

Convergent will receive the Technology Innovation award during a special recognition event at the [2014 Ventana Research Summit](#) taking place October 20-22, 2014. The Technology Innovation awards distinguish pioneers that have developed clear visionary and transformative technology. For a full list of the Ventana Research Leadership winners, visit <http://www.ventanaresearch.com/awards/>

**About TouchPoint One**

TouchPoint One delivers innovative performance management solutions to the world's leading contact centers. The Company's Acuity product is a Cloud-hosted (SaaS) Contact Center Performance Management platform that collects and assimilates disparate systems data and applies role-based dashboards, intelligent workflows, analytics and game mechanics to establish organizational alignment, drive progressively improved financial and operational performance and enhance the customer experience.

To schedule an Acuity demo and performance management needs assessment, complete the registration form here: <http://www.touchpointone.com>, or call TouchPoint One at (317) 454-8200.

TouchPoint One and Acuity are registered trademarks of TouchPoint One, LLC. All other registered or unregistered trademarks are the sole property of their respective owners. © 2014 TouchPoint One, LLC. All rights reserved.