



Quality people, Innovative solutions



TRIAD SERVICES INC.

PRESS RELEASE
For immediate release

VOXDATA and Triad Services join in alliance

WORKING TOGETHER TO PROVIDE MORE SERVICES

Montreal, November 18, 2009 – In order to provide an even more efficient service, VOXDATA president France Couture is proud to announce that a strategic alliance has been formed with Triad Services, a consulting firm specializing in studies of management, business processes, and call center technology.

This mutually beneficial partnership will enable VOXDATA to add research, study, and benchmarking services to its offerings while Triad Services will be able to develop and distribute new services using VOXDATA's infrastructure. Triad Services will also step up its presence in the Ontario market in collaboration with VOXDATA, which already has a strong foothold in the province.

"After recruiting new, high caliber executives this year and expanding our Montreal and Toronto offices, this partnership is perfectly timed to help us continue our momentum and prepare for the future. Our clients will clearly benefit from this new expertise, as it will allow us to broaden our range of services," said France Couture.

"Triad Services is proud to join forces with VOXDATA, a well-known provider of outsourced call center solutions. We can benefit from its structure and facilities, which give us a laboratory for developing and offering new services to our customers," asserted Triad Services president Pierre-Marc Jasmin.

About VOXDATA

A Canadian private company founded in 1995, VOXDATA provides inbound and outbound call services in English and French. The firm is headquartered in Montreal and has an office in Toronto. A member of the Canadian Marketing Association, VOXDATA is ISO 9001-2000 certified. In 2009, VOXDATA was ranked eighth in the outbound call sector for its international operations and seventh for inbound calls in the "Interactive Inbound" category among the top 50 North American call centers evaluated by *TMC Customer Interaction Solutions* magazine. VOXDATA ranks 324th out of Quebec's top 500 companies according to *Les Affaires* and *Commerce* magazines. VOXDATA was

also named best outsourced call center in ContactCenterWorld.com's Members' Choice Awards.

About Triad Services

Since its founding in 1996, Triad Services has completed nearly 200 projects in North America and Europe with some 100 companies in the financial, telecommunications, utilities, and retail sectors. In 2000 the company created the Triad Benchmark Club, which has published over 50 benchmarking studies to date that help share best operating practices with Canadian customer contact centers (CCCs). Triad Services also offers presentations and workshops to promote manager development. www.servicetriad.com.

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