



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

## Interactive Intelligence Named among World's Top 500 Software and Service Providers

*Software Magazine ranks Interactive Intelligence 219<sup>th</sup> among its Top 500*

INDIANAPOLIS--(BUSINESS WIRE)-- Software Magazine has ranked global provider of [unified IP business communications solutions](#), Interactive Intelligence Group Inc. (Nasdaq: ININ), among the world's 500 largest software and service providers.

Interactive Intelligence was ranked 219<sup>th</sup> this year based on its 2010 total corporate revenues of \$166.3 million, which was an increase of 27 percent over 2009.

"This year's Software 500 marks our 11<sup>th</sup> consecutive year on the list," said Interactive Intelligence founder and CEO, Dr. Donald E. Brown. "We attribute this steady growth, even amidst market decline, to our customer-focused strategy. This focus has led to increasing investments in our cloud-based offering, expansion in key geographies such as Germany and Australia, and major software improvements to more cost-effectively meet the communications needs of the largest global enterprises."

Interactive Intelligence develops premise and cloud-based unified communications software for [contact center automation](#), [enterprise IP telephony](#), and [business process automation](#). The company released its open, single-platform, all-in-one software in 1997 to eliminate the cost and complexity introduced by multi-point vendors.

"The Software 500 helps CIOs, senior IT managers, and IT staff to research and create their short list of business partners," said Software Magazine's editorial director, John P. Desmond. "It's a quick reference for vendor viability. As a vendor on this list for 11 years running, Interactive Intelligence has shown that it can consistently execute on its vision for developing innovative communications software that meets real-world customer needs."

The Software 500 is a revenue-based ranking of the world's largest software and services suppliers targeting medium to large enterprises, their IT professionals, software developers, and business managers involved in software and services purchasing.

The ranking is based on total worldwide software and services revenue for 2010. This includes revenues from software licenses, maintenance and support, training and software-related services, and consulting. Suppliers are not ranked on their total corporate revenue, since many have other lines of business, such as hardware.

The complete Software 500 list can be found at [www.softwagemag.com](http://www.softwagemag.com).

### About Interactive Intelligence

Interactive Intelligence Group Inc. (Nasdaq: ININ) is a global provider of unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation. The company's solutions, which can be deployed via an on-premise or hosted model, include vertical-specific applications for insurance and collections. Interactive Intelligence was founded in 1994 and has more than 4,000 customers worldwide. The company is among Forbes Magazine's 2011 Best Small Companies in America and Software Magazine's 2011 Top 500 Global Software and Services Suppliers. It employs approximately 1,000 people and is headquartered in Indianapolis, Indiana. The company has offices throughout North America, Latin America, Europe, Middle East, Africa and Asia Pacific. Interactive Intelligence can be reached at +1 317.872.3000 or [info@inin.com](mailto:info@inin.com); on the Net: [www.inin.com](http://www.inin.com).

This release may contain certain forward-looking statements that involve a number of risks and uncertainties. Factors that could cause actual results to differ materially are described in the company's SEC filings.

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