



## News Release

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# 2018 Allen Kalik Award Recipient Named During Combined User Group Conference

*Dan L'Heureux receives the 2018 award*

Irvine, CA – May 7, 2018 – [Startel, Professional Teledata and Alston Tascom](#), leading providers of contact center solutions, announced today that Dan L'Heureux is the recipient of the 2018 Allen Kalik Award. The announcement was made during the companies' first combined user group conference in Denver, Colorado.

The Allen Kalik Award was implemented in 2011 after the passing of industry leader and Professional Teledata's late president, Allen Kalik. Honoring Allen for his tremendous contributions to the telecommunications industry and the [Pinnacle Users Group](#) (PIN), this award recognizes individuals whose unselfish dedication and leadership have led to the advancement of PIN.

"PIN would not be where it is today without Dan's commitment and dedication to the group," said Nate Gefvert, systems administrator of Towne Answering Service and the 2017 Allen Kalik Award recipient. "The merging of the three user group conferences has not been without challenges, but Dan has served as a bridge between the user groups and has helped guide us through the process. I have no doubt that as our community grows, Dan will continue to be an invaluable asset."

L'Heureux has more than 40 years' experience in the contact center and telephone answering service (TAS) industry. He has served as the executive director of both PIN and the [Startel National User Group](#) (SNUG) for almost 14 years and 20 years, respectively. Previously, he was the president of A-Alpha, Incorporated from 1977-1997.

"I am humbled to accept this award and to join past recipients who I have long admired and respected," said L'Heureux. "Serving as the executive director of both PIN and SNUG has provided me with a rich network of friends, and the opportunity to stay connected to the TAS industry. With the addition of the Tascom Users Group, I am thrilled to see the three groups come together and happy to have played a role in this year's combined conference."

### **About Startel, Professional Teledata and Alston Tascom**

Startel, Professional Teledata and Alston Tascom are leading providers of unified communications, business process automation, and performance management solutions and services. With a combined 90+ years of experience, the companies have established a loyal customer base in healthcare, contact centers and a dozen additional industries. Startel, Professional Teledata, and Alston Tascom leverage their unique solutions and industry knowledge to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, call 949.863.8776 or visit [www.startel.com](http://www.startel.com).

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