

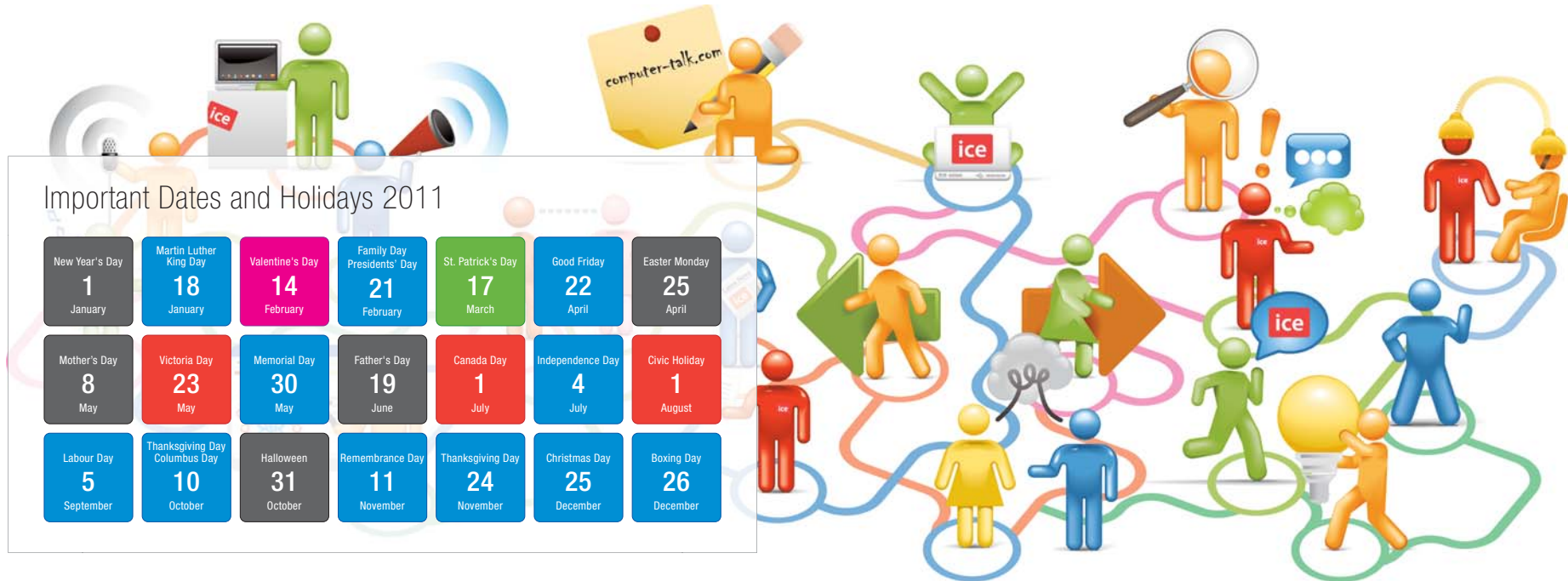
# People to People Communication Using Technology

Our approach is to understand how people communicate with each other, and then use technology to enhance the experience. Whether it's improving the sharing of information between staff, or speeding up first contact resolution with your clients, ice helps people to communicate more efficiently and effectively. The technology is secondary – our customers leave that to us and we deliver applications that deliver a measurable ROI.

# 2011

## Important Dates and Holidays 2011

New Year's Day <b>1</b> January	Martin Luther King Day <b>18</b> January	Valentine's Day <b>14</b> February	Family Day Presidents' Day <b>21</b> February	St. Patrick's Day <b>17</b> March	Good Friday <b>22</b> April	Easter Monday <b>25</b> April
Mother's Day <b>8</b> May	Victoria Day <b>23</b> May	Memorial Day <b>30</b> May	Father's Day <b>19</b> June	Canada Day <b>1</b> July	Independence Day <b>4</b> July	Civic Holiday <b>1</b> August
Labour Day <b>5</b> September	Thanksgiving Day Columbus Day <b>10</b> October	Halloween <b>31</b> October	Remembrance Day <b>11</b> November	Thanksgiving Day <b>24</b> November	Christmas Day <b>25</b> December	Boxing Day <b>26</b> December



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