

Q-Max Workforce Management solution to be distributed by Q-Max International

Submitted by: PR Artistry Limited

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Q-Max Systems Limited, a leader in contact centre Workforce Management (WFM) solutions and EMAX Consulting today announced an agreement that authorises EMAX to resell and distribute the full suite of Q-Max WFM solutions internationally.

Trading under the name Q-Max International, this exclusive distribution agreement marks the expansion of Q-Max in the global market as well as enhances EMAX's ability to offer innovative business solutions that provide effectiveness and efficiency for contact centres.

With installations in 43 countries worldwide, Q-Max is the leading WFM solution in the UK and has been developed to respond to the needs of the global contact centre market.

EMAX's consulting business delivers customer's goals by deploying strategic contact centre solutions that bring together technology and business systems. Through this new relationship EMAX is able to fulfil the growing demand for WFM offerings in customer contact centres in international territories.

"Workforce optimisation is proving to be one of the most effective ways to increase performance and productivity within contact centres." said Paul McFarling, Director of EMAX Consulting. "With Q-Max, we can help our clients make the best use of their resources as part of an integrated business solution."

The new relationship signals a strong effort by Q-Max to extend its leadership in the UK to a broader global outreach. "As the contact centre continues to focus on such basic business values, such as return on investment and customer service, workforce management will become a critically important component in the successful customer care operation of the future." said Martin Meikle-Small, Director of EMAX Consulting.

David Jones, Product Marketing Director and co-founder of Q-Max concluded, "This is an important relationship for us, because of EMAX's consulting experience in the field of contact centres. We are sure that working with EMAX, Q-Max International will establish Q-Max Workforce Management as the de-facto standard for driving efficiencies and effectiveness within the global contact centre marketplace."

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About Q-Max International

Additional information about Q-Max International and its solutions can be found at www.emax-consulting.com

About Q-Max Systems Limited

Q-Max Systems Limited offers industry-leading workforce management solutions that improve the performance of a customer contact centre's most important and valuable asset its people. Addressing a broad range

of key business challenges with both innovative technology and best-practices professional services, we help our customers achieve higher profitability, increased customer satisfaction, and improved employee productivity.

The Q-Max Workforce Management enables companies to establish measurable goals, develop long-term staffing plans, deploy resources, manage employee performance, evaluate the results, and implement on-going improvements.

Founded in 1993 Q-Max continue to deliver proven value and high ROI to more than 300 organisations worldwide such as British Airways, DHL, Interflora, Starwood, Aerlingus, AXA Insurance, Sunlife of Canada, ABN Amro, NatWest Bank, Churchill Insurance, and many other blue-chip organisations. For more information, please visit www.q-max.co.uk or contact:-

Mary Phillips

Director

PR Artistry Limited

T: 01491 636191

E: mary@pra-ltd.co.uk