

Intelecom Positioned as a Challenger for the second consecutive year in Gartner's Magic Quadrant for Contact Centre as a Service, Western Europe

Submitted by: PR Artistry Limited

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Evaluation based on Completeness of Vision and Ability to Execute

Intelecom, a European provider of multi-channel cloud-based contact centre solutions, today announced it has been positioned by Gartner, Inc. as a Challenger in the Contact Centre as a Service, Western Europe Magic Quadrant report for the second successive year.

"This year the criteria included a high weighting for offering product strategy and customer experience, as part of overall evaluation of completeness of vision and ability to execute", said Børge Astrup, Managing Director of Intelecom Contact Centre Division. "We believe Intelecom has again appeared in the Gartner Magic Quadrant in recognition of its determination to take omni-channel customer service to the next level. Only by working with a trusted partner with robust technology will organisations transition to the next generation of customer service and our current growth is testimony to that approach."

In the last 3 years Intelecom sales have grown by 179% with a 41% CAGR (compound annual growth rate) in new and up-sales. The UK division of Intelecom recently announced year-on-year sales growth of 96% and a series of new customer wins including building materials manufacturer, Knauf and government organisation, Ofsted. Additional new customers in the last 12 months include Den Digitale Hotline and public transport agency, Movia in Denmark; Norwegian State Educational Loan Fund (Lånekassen) and Euroflorist in Norway and Svedea AB and Linas Matkasse in Sweden. Product releases during 2016 saw continued enhancement including WebRTC softphone capabilities, structured instant messaging for Web Chat and standard integration to Oracle's Siebel CRM and Unified Service Desk for Microsoft Dynamics CRM added to the core product.

Børge Astrup continued, "As companies look to evolve their customer support to become more customer-centric across all interaction channels, many are recognizing the potential benefits of acquiring both their voice and non-voice channels as a package from a single vendor. Intelecom enables enquiry routing, queuing and escalation interactions across channels providing a true omni-channel experience and next generation customer service. We remain committed to investment in the UK and wider European market as illustrated by our partnership with Telenor and the opening of a new office in Bulgaria."

About the Magic Quadrant

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Gartner, Magic Quadrant for Contact Center as a Service, Western Europe, Steve Blood, Drew Kraus, Daniel O'Connell, 24 October 2016.

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About Intelecom

Intelecom is a leading provider of cloud-based contact centre solutions. With approaching two decades of experience, Intelecom was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Intelecom can be adapted to accommodate one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Intelecom is one of the few contact centre solutions that is completely multi-channel. Intelecom agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.

For more information please visit INTELECOM (<http://www.intele.com>)

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