

Teleopti Listed as Fastest Growing Workforce Management Vendor in North America in Pelorus Associates' Market Report

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Cloud-based offering and international customer support underpin Teleopti's growth in workforce management market across North America and EMEA

Teleopti appears as the fastest growing Workforce Management (WFM) vendor in North America in the 2018 World Workforce Management Systems Market report, published by Pelorus Associates. The report stated that Teleopti has seen the value of its total market share more than double between 2015 and 2017, with a 40% growth rate in its share of the North American WFM market, as well as particular growth and success in EMEA.

Dick Bucci, Principal of Pelorus Associates said, "Our research of the Workforce Management System Market revealed a number of critical success factors for vendors in this growing industry. Those companies that have shown significant growth in recent years are those that address these key factors. One being that superior service is as important, if not more so, than offering more technologically advanced products. Teleopti's focus on customer support and service delivered through its international offices plus an extensive partner network gives customers, across the world, confidence they can fully utilize the solution from the outset.

"Applications also need to be easy to use and quickly deployed via a cloud model. Teleopti's success can be attributed in part to its design of an exceptional interface. Software that is intuitive and fun to work with provides users greater flexibility in staffing assignments and reduces training costs."

Teleopti now has over 1000 customers in 90 countries across the world. Demand for cloud-based solutions over recent years has played a large role in this growth with 80% of Teleopti's new customers choosing SaaS for its flexibility, security and reduced infrastructure costs. Pelorus Associates' report highlights that a cloud-based model is a significant success factor in terms of WFM enabling scalability and economical viability as operations grow. The cloud also enables faster innovation and Teleopti has released a new feature every day since 2017.

David Pahlman, President of Teleopti Americas said, "According to Pelorus Associates' latest report of Workforce Management Systems, the WFM industry has grown by an average of 6.8% each year since 2015 and we are proud to say our growth has hugely exceeded the average and that the value of our market share has increased by 129%. Over recent years, as the challenges for contact centers and companies have broadened, WFM is even more important to customer success and profitable customer engagement."

A full copy of the report can be obtained from Pelorus Associates' website.

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About Pelorus Associates

Dick Bucci is a 35-year veteran of the telecommunications industry. His experience includes executive level positions in sales and marketing with leading telecommunications product vendors and value-added resellers. Dick's market research and consulting career began in 2001 with Frost and Sullivan. In 2004 he formed Pelorus Associates, a consultancy that provides market research reports, custom consulting,

white papers, and public relations services to over 30 companies based in five countries. The company's primary focus is on the contact center and public safety communications sectors.

Dick has authored 17 comprehensive market research reports on contact center applications and dozens of white papers and articles. He is among a select panel of analysts tapped by CRM and Speech Technology magazines to rate candidates for annual vendor awards. Dick is one of the most widely published and most widely quoted analysts in the contact center industry.

For more information please visit: Pelorus Associates (<http://pelorusassoc.com/>)

About Teleopti

Teleopti, a top, global provider of workforce management software, offers a world-class WFM solution that is sophisticated, localized and easy to use. As the largest "best-of-breed" vendor, Teleopti focuses on helping contact centers, back offices and retail stores improve customer service, employee satisfaction and profitability – through optimized, automated forecasting and scheduling with cutting-edge features to empower and engage employees.

Founded in 1992, Swedish-established Teleopti has customers in 90 countries, numerous offices around the world – from Beijing to Denver – and a comprehensive global network of partners. With a record of continuous net profitability for 25 years and with high customer satisfaction ratings, Teleopti serves as a reliable partner.

For more information please visit: Teleopti (<http://www.teleopti.com>)

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