

Foehn wins Genesys award for 'EMEA Cloud Partner of the Year'

Submitted by: Kanehythe

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London, 10th September 2019: Foehn, the developer and integrator of cloud contact centre systems, has been awarded 'EMEA Cloud Partner of the Year' by Genesys, the global leader in omnichannel contact centre solutions. The award was presented by Emily Bloomfield, Genesys Partner Marketing Director and Paul Rolfe, Vice President, Global Partners and Alliances, at the Genesys G-Summit Europe (<https://www.genesys.com/events/gsummit-europe/agenda/partner-day>) held at the Amsterdam Conference Centre, Beurs van Berlag.

This accolade is the third received by Foehn from Genesys in consecutive years, following awards for 'PureCloud Partner of the Year - UK & Ireland' in 2017 and 2018. This latest award recognises Foehn's professional skills in PureCloud implementation via the Genesys Cloud and acknowledges a series of prestigious customer wins that have included successful multinational deployments.

Foehn Sales Director, Julian Barrow, contributed to the panel discussion at the Partner Day conference, showcasing Foehn's achievements and explaining how Foehn's 'self-sufficient' approach to sales, marketing and customer support has helped win clients with international operations. The presentation featured Foehn's customer Kiwi.com (<https://www.foehn.co.uk/case-studies/kiwi>), the online travel agency and winner of Deloitte's 'Technology Fast 50 Central Europe' in 2017.

On accepting the award, Julian Barrow said:

"It's hugely rewarding to receive this award from our Genesys colleagues, and I want to thank the Foehn team and our loyal clients for their dedication to the PureCloud offering. We've had a brilliant three years building our PureCloud proposition through Genesys Cloud and we look forward to continued success in the future."

The award follows a year of unprecedented growth and success in Foehn's twenty-year history. Highlights include winning the ITSPA 'Best VoIP Software of 2018' award, for Foehn's Voxivo cloud phone and collaboration system, and this year's launch of the VoxivoCX cloud contact centre. Other accreditations added over the past year include ISO/IEC 27001, Cyber Essentials and G-Cloud listing on the Government's Digital Marketplace for the sixth consecutive year.

James Passingham, Foehn CTO, commented:

"We are exceptionally proud to be recognised by Genesys as their 'EMEA Cloud Partner of the Year', building on our UK & Ireland 'PureCloud Partner of the Year' wins over the past two years. The award recognises the capabilities we have built to address the customer experience challenges faced by businesses operating on an international scale. We are continually enhancing our skills and services and remain focused on delivering exceptional Genesys Cloud projects to all our contact centre clients in the UK and across EMEA."

Genesys continues to dominate the global contact centre market, providing solutions to more than 11,000 companies in over 100 countries. Commenting on Foehn's success, Genesys Channel and Alliance Director,

John Bell, added:

“Consistently, over our three-year partnership, Foehn has demonstrated exceptional skills in the successful deployment of PureCloud via Genesys Cloud. Most recently, their investment in resources across technical support, professional services, sales and marketing has helped win new customers operating in EMEA as well as the UK. This is an outstanding achievement and the award is greatly deserved.”

About Foehn (<https://www.foehn.co.uk>)

Foehn provides cloud communications products, delivering contact centres and unified communications to the private and public sectors. We continually challenge ourselves to solve problems and build better cloud communications to help you work smarter. By combining our own technology, with uncompromising design principles and the power of open source, we can deliver truly intuitive communications products. This is how we make the complex simple. Regardless of your needs, our experienced team can help reduce the challenges and costs of moving to a new generation of cloud communications products.

About Genesys (<https://www.genesys.com>)

Genesys® powers 25 billion of the world’s best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in 100+ countries trust our #1 customer experience platform to drive great business outcomes and create lasting relationships. Combining the best of technology and human ingenuity, we build solutions that mirror natural communication and work the way you think. Our industry-leading solutions foster true omnichannel engagement, performing equally well across all channels, on-premise and in the cloud. Experience communication as it should be: fluid, instinctive and profoundly empowering.

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