

# Atea and Puzzel sign two new agreements

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The technology company Atea has signed two new agreements with cloud-based contact centre provider Puzzel. Atea Group has chosen Puzzel for its own contact centres in the Nordic and Baltic countries and has also become a Puzzel partner, offering cloud-based contact centre solutions to its own customers.

Jan Gisle Ytterdal, Product Manager at Atea Norway, said, "The flexibility of Puzzel's solutions means that it is easy to integrate with other suppliers. In addition, the entire contact centre is in the cloud. There were many reasons why we chose Puzzel when we modernized our own customer contact centres. To date, Atea has delivered contact centre services from its own data centres in Norway. However, the company's long-term strategy is to deliver similar services working with public cloud providers. This new partnership with Puzzel supports Atea's long-term strategy."

"We are delighted that Atea has chosen Puzzel for its contact centre solution and to partner with one of the region's largest IT companies. The solution is currently being implemented at Atea's own internal contact centres and we look forward to a long term relationship working together with their customers," said Gunnar Aasen, CCO at Puzzel.

Atea will gain first-hand experience of Puzzel by using the solution in-house. Ultimately this will benefit their customers choosing to implement a cloud-based contact centre.

"For our customers it is clearly best to have a cloud platform which provides greater flexibility and choice. We are an innovation company and also a trusted adviser to our many customers. The new partnership enables us to offer a best-of-breed cloud platform for customer contact. The solution is dynamic, flexible and independent of location - customer centres can be located in any country. The solution we have chosen is multi-channel with contact methods including social media, chatbots, automated services (AI), voice and email. We look forward to working with Puzzel now and in the future," said Jan Gisle Ytterdal.

Gunnar Aasen concluded, "We are planning a joint launch of Puzzel to Atea's customers. These latest agreements confirm Puzzel's position in the market as the leading Nordic supplier of cloud-based contact centre solutions."

## About Atea

Atea is the leading supplier of IT infrastructure and system integration in the Nordic and Baltic regions with 7,400 employees. Atea is present in 87 cities in Norway, Sweden, Denmark, Finland, Lithuania, Latvia and Estonia. Atea delivers IT products from leading vendors and assists its customers with specialist competencies within IT infrastructure services. Atea had revenue of approximately NOK 35 billion in 2018 and is listed on Oslo Stock Exchange For more information please visit - Atea (<https://www.atea.com>)

## About Puzzel

Puzzel is a leading cloud-based contact centre software provider and one of the first pioneers to develop

a cloud-based contact centre offering. Today, Puzzel combines its omni-channel technology with artificial intelligence capabilities to provide comprehensive, end-to-end customer interaction solutions in an age of digitisation. Puzzel was named a Challenger in the 2018 Gartner Magic Quadrant for Contact Centre as a Service, Western Europe, Report 2018 for the fourth consecutive year for its strong growth, functional capabilities, strengths in standards and compliance, customer service and support. The company is headquartered in Oslo, Norway, with offices in six European markets including the U.K.

For more information please see [Puzzel.com](http://www.puzzel.com) (<http://www.puzzel.com>) or contact:

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