

## **NextiraOne Shines as World Awards Finalist with Integrated Multimedia Contact Centre Solution**

Communications experts NextiraOne are finalists in the Vendor Solution category of the Contact Centre World Awards

**[Lichfield] – 21<sup>st</sup> April, 2009.** Europe's leading expert in communications services, NextiraOne, has been named as a European finalist in the 2009 Contact Center World Awards. The company has been recognised in the Vendor Solution Category for its Integrated Multimedia Contact Centre approach, specifically designed for large organisations with complex communications across multiple channels and high volumes of both incoming and outbound calls.

NextiraOne is Europe's leading expert in communications services and has a direct sales and service presence in 17 countries, serving more than 60,000 customers. The NextiraOne Integrated Multimedia Contact Centre is designed with FMCG companies with large telesales teams in mind, where there is a significant volume of calls and a high proportion of outbound, revenue-generating call traffic. In such a dynamic environment, reliability and availability are extremely important, as is an excellent CRM environment and the ability to monitor the activity accurately across a comprehensive range of communications channels including telephony, email, web, SMS and PDA, as well as post and fax.

Contact Center World is the leading global support organisation for the contact centre industry and currently has over 115,000 corporate members, 40% of whom are at senior executive level within contact centers globally. The awards were established in 2006 and have become the most recognized and prestigious awards for the industry with entrants vying each year to win these prestigious awards.

Raj Wadhvani, President of ContactCenterWorld.com said "We congratulate NextiraOne – making the finals is a tremendous achievement and we look forward to seeing them share some of their best practice when they attend and network at the 2009 Top Performers Conference taking place from 15-17th June 2009 in London."

NextiraOne designs, installs, maintains and supports solutions to meet the communications needs of its customers - from voice, data and video to mobility, security and applications. Working with the world's leading technology companies, NextiraOne provides end-to-end communications solutions to deliver measurable business benefits to its customers.

The company's award-winning Integrated Multimedia Contact Centre Solution was designed and developed for leading drinks and hospitality supplier Scottish & Newcastle and is also now providing excellent results for a range of customers including Volkswagen Financial Services, Chelsea Football Club and the Radisson Edwardian Hotel Group.

Steven Skakel, Managing Director UK & Ireland at NextiraOne, said: "NextiraOne has an excellent track record, based on many years of experience in designing, implementing and supporting Contact Centres for a wide range of customers with very differing needs. The Contact Center World Award recognises our commitment, knowledge and expertise and is a welcome pat on the back for our teams of experts who work hard every day to deliver the best in contact centre solutions."

– ENDS –

### **About NextiraOne**

Headquartered in Paris, NextiraOne are Europe's leading experts in communications services. The company designs, installs, maintains and supports all of its customers' communications needs from voice to mobility, security and applications. NextiraOne provides seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to customers.

Discover more at: <http://www.nextiraone.co.uk> and <http://www.nextiraone-eu.com>

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