



Press Release

Date: 26 Mar 2010

Ref: SL130

Sytel Extends Through Central Europe with Wind Telecom

Sytel Limited has signed a contract for Wind Telecom S.A. to become an integration partner in Poland and Central Europe.

Sytel CEO Michael McKinlay commented that "We are delighted to bring Sytel's full contact center product range to Central Europe with one of the leading lights in the Polish contact center industry. Wind Telecom's considerable expertise in the field and 24/7 Polish support will prove very attractive to potential customers throughout the region, whether hosted or premise based. They are a natural choice for us as they share our commitment to innovation, solid technical ability and top-class service."

President of Wind Telecom, Paweł Olech, added "With this partnership, we can not only offer state-of-the-art multimedia contact center software, but we can combine that with local expertise and first class service. We believe this is a rare and valuable combination for Central Europe. Our several recent contracts bear that out, bringing our total installed Sytel seats to well over 1000, and we are currently progressing 2000 more across a variety of sectors, including banking, insurance, telemarketing and hosting."

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About Sytel

Sytel Limited delivers secure, resilient IP telephony and media infrastructure software for carriers, enterprises and hosted contact centre providers, connecting

and managing calls and media sessions, without boundary. Sytel solutions provide high-volume routing and media processing on a distributed host-based platform, and are driving inbound, outbound and blended telephony and other media types in over 40 countries. Sytel's toolsets deliver advanced capabilities to subscribers via the web, including scripting of call processing, real-time reporting and configurable dashboards.

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About Wind Telecom

Wind Telecom S.A. is the leading developer and integrator of communications systems in Central and Eastern Europe. Wind Telecom S.A. was the first integrator in Poland to implement both an IP-based IVR system, and text-to-speech technology in a Polish call center.

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