



Press Release

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## **Sytel and Teclan Reach Throughout South America with Intelbras**

*Intelbras releases Intelligence Contact Center™, a complete solution driven by Sytel technology.*

AYLESBURY, UK, and LITTLE ROCK, AR, US:

Intelbras, the leading South American manufacturer of telephone handsets and PABX hardware, have released Intelligence Contact Center™ (ICC), a complete inbound /outbound contact center solution driven by Sytel and Teclan technologies.

ICC integrates automated dialing, PABX/ inbound routing functionality, inbound and outbound IVR, digital recording and support for multimedia IP communications including chat, email and SMS, in a single unified environment, and offers both on-premise and hosted models.

Earlier in 2010, Sytel Limited and Brazil-based Teclan announced an integration partnership to offer a complete call center platform throughout South America. With this solution, Sytel software, including their world-leading predictive dialing engine, provides the call and media control core, and Teclan provides specialized agent and management applications and local expertise in the contact center market. The partnership has now been taken a stage further with the signing of the value-added distribution with Intelbras.

Sytel have supplied OEM communications infrastructure software to the contact center industry since 1994 and provide the core call control used by many well-known brands in the contact center industry.

Michael McKinlay, CEO of Sytel, commented "We specialize in this kind of partnership; the marriage of Sytel's best-of-breed communications infrastructure with a committed and experienced local team; the best in IP contact center functionality with hands-on field expertise – a winning combination for South America."

Claudio Sa, CEO of Teclan, said that "the partnership with Sytel is a union of expertise from both enterprises, offering the best all-in-one contact center technology to the

market". Talking about the partnership established between Teclan and Intelbras, Sá added "It is an important strategy to reach the market, especially small and medium companies."

Elcio de Moura, General Manager for Corporate Solutions of Intelbras, added "With the current IP revolution, one of the biggest problems contact centers face is how to update legacy telephony infrastructure. Considering the combination of Sytel/ Teclan contact center solution and the Intelbras portfolio, this partnership offers a unique approach and many advantages to our customers."

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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 45 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 Teclan

Teclan is a Brazilian leader in solutions for the automation of contact center activities, such as dialers, IP PBX, digital recorders and IVR applications. Our products enable our clients, from small businesses to the largest telecom companies in Brazil, to manage their operations with quality and productivity, reducing operational costs and increasing the satisfaction of their customers.

Teclan provides

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## About Intelbras

Intelbras is the leading Brazilian manufacturer of PABX systems and both TDM and IP handsets. Founded in 1976, Intelbras has business units focused on consumer equipment, corporate communication, security and monitoring, and data networks. Based in São José (SC) and with three production plants, Intelbras has won the ComputerWorld "Best Place to Work" award in 2010. In the Brazilian market Intelbras holds more than 9.000 points of sale in retail and more than 6.000 corporate resellers. Currently the company is exporting products to the whole of Latin America, Africa and Middle East.

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