



Press Release

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Sytel to Supply 150 Inbound Systems Across Brazil

Sytel Limited, global supplier of multi-media-channel contact center solutions, expects to supply 150 inbound/ blended systems across Brazil by the end of 2012.

In 2010, Sytel entered into an integration partnership with Brazil-based Teclan to supply systems across South America. Since then, Teclan have marketed IPack Unified, featuring the Sytel communications platform integrated with Teclan's agent desktop applications. The package offers a full range of call center functionality including inbound ACD and IP PBX, outbound dialing, call recording, IVR with Text to Speech, scripting and agent applications. Agents work in a unified environment with a variety of media types, such as voice, email, SMS, video and web chat.

"The call center marketplace in Brazil is one of the fastest growing in the world." comments Michael McKinlay, Sytel's CEO. "Three quarters of Brazilian call centers are less than 8 years old. Our partnership with Teclan enables us to play a strong role in this continued growth, bringing our cutting edge solutions to the new facilities. Although Sao Paulo has the bulk of call center positions, through Teclan we are supplying systems across the country."

McKinlay continues "Sytel has been supplying both hosted and premise-based customer service/ helpdesk functionality for many years, but not everyone knows the name Sytel. That's because we 'white label' our best-of-breed communication core components inside many familiar call center products."

Teclan CEO Claudio Sa added "IPack Unified enables inbound/ blended users to make the best possible use of agents' time and keep costs down by reacting quickly and automatically when service levels are threatened; agents on outbound or email campaigns are reassigned to take inbound calls and moved back when service levels allow.

Management like this across all media types makes perfect sense, but is almost impossible to find outside the Sytel system.”

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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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