
Press Release

Intracom Telecom presented with Alcatel-Lucent's Genesys Partner Award

Athens, Greece – 21 June 2011 – Intracom Telecom, a part of SITRONICS, announced today its awarding as the "Best EMEA Partner 2010" for the wider region of Central Mediterranean Countries (CMC) and Balkans area at the Genesys G-Force customer and partner conference in Prague, Czech Republic, on 7-9 June 2011.

Within the framework of the awarded prize, Genesys acknowledges the successful long-term collaboration with Intracom Telecom, as well as the potential for mutual growth as the two companies are committed to delivering state-of-the-art Customer Care solutions in the EMEA region. Since the beginning of this strategic partnership in 1998, more than 40 large-scale Contact Center deployments in the largest organizations of the Telecom and Banking sectors have been completed throughout Greece, Cyprus, the wider Balkan area, and selected countries in the Middle East and Africa.

Mr. Anastasios Dimopoulos, Head of Intracom Telecom's Telco Software Business Division, stated: *"The technological advantages of Genesys' portfolio, combined with Intracom Telecom's strong consulting, solution design & delivery team, located at the Greek Headquarters and all Balkan and key Middle East countries, have positioned us as the regional market leader in offering complete Contact Center & Customer Care solutions."*

"Customer Care is a key success factor for telecom providers and enterprises worldwide. Genesys has been recognized globally as a top provider of contact center solutions, serving customers in more than 80 countries," said Moreno Ciboldi, VP Alcatel-Lucent Enterprise - CMC "Intracom Telecom adds significant value in designing, delivering and efficiently supporting Genesys solutions throughout the EMEA region, covering customer needs that enable them to offer an unparalleled customer experience."

About Intracom Telecom

Intracom Telecom is an international telecommunication systems vendor operating in Eastern Europe, the Middle East & Africa, Russia, the CIS and Asia-Pacific. Over 100 customers in more than 50 countries choose Intracom Telecom for its state-of-the-art products and solutions. Intracom Telecom has over 2,000 employees, operates subsidiaries in 16 countries and is amongst the largest European companies leading in R&D investments. Since June 2006, Intracom Telecom is controlled by JSC SITRONICS (Russia) with 51%. JSC SITRONICS is the technology subsidiary of JSFC Sistema, the largest consumer services company in Central and Eastern Europe. Intracom Holdings Group (Greece) retains a 49% stake.

Information for news editors

Intracom Telecom

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