

Beethoven signs on new Kiwi partner

The Australian developer of Resolve, Beethoven Computer Services, has signed on leading New Zealand consulting and IT services provider, Simpl, to support and expand its Resolve customer base across the Tasman.

Ross Allardyce, CEO, Beethoven, says the partnership was established to encourage increased sales of Resolve, Beethovens customer care and feedback software, better service existing customers and attract new ones in both the government and commercial sectors.

We have experienced significant levels of interest in New Zealand, so it made sense to appoint a local partner to not only look after our existing customers, but capitalise on opportunities to grow the business, Mr Allardyce explains. Simpl has a strong track record of providing IT services to its clients in New Zealand and we are confident the company will continue this performance as our relationship develops.

Already used by Nissan New Zealand and passenger rail operator Veolia (formerly Connex Auckland), Resolves flexibility, functionality and simplicity also suits other industries such as finance and insurance, areas Simpl will target over the coming months.

"We've had success in both the government and commercial arenas in Australia, and our intention is to also focus on these areas in the New Zealand market," says Mr Allardyce.

Simpl's business development manager for Resolve, Melanie Anderson, says the combined experience of the two companies will enhance Simpl's ability to service customers in a wide range of industries.

The relationship between Simpl and Beethoven has brought different - and complementary - expertise to the table, Ms Anderson explains. Resolve is extremely versatile and feature-rich, and we are enjoying working with Beethoven to deliver effective solutions to our customers.

Developed in Australia by Beethoven, Resolve offers a complete customer care solution for government and corporate organisations. The software manages every customer interaction including feedback, complaints, enquiries, orders and requests for information from first contact through to final resolution.

About Beethoven Computer Services

Australian software development company Beethoven Computer Services has been helping clients improve their customer service since 1994.

Resolve, its customer care software platform and flagship product, allows Australian businesses and government agencies to better manage customer interactions from initial contact through to completion. Beethovens customers sit in a range of industries that includes government, automotive, transport, hospitality and finance.

Resolve is a registered trademark of Beethoven Computer Services Ltd.

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