GlobalConnect Australia Partners with Metrica Systems to Increase Value to Contact Centres

17 June, 2009 – Sydney – GlobalConnect Australia today announced a new partnership with contact centre solution provider, Metrica Systems, to market and sell its performance analytics solution portfolio, creating an end-to-end offering for Australian enterprises.

Metrica’s CenterWorks for Contact Center Performance Management (CCPM) and VoiceWorks for IVR Analytics solutions are highly customisable. These solutions are designed to meet any customer specific requirements for managing customer service performance in a holistic and cost-effective manner that was not possible before.

GlobalConnect Australia brings a solid understanding of the Australian marketplace to the partnership that will compliment Metrica’s existing go-to-market model as a contact centre solution.

“We are pleased to be working with Metrica Systems to expand our existing technology offering for new and existing customers. As a systems integrator, we are focused on delivering cutting-edge products and enabling enterprises to effectively and affordably access the most advanced technologies available,” says Pushkar Taneja, Managing Director GlobalConnect Australia.

“We are very excited to partner with GlobalConnect to offer our solutions in Australia. GlobalConnect’s deep expertise in customer interaction solutions domain will further enhance the value of our solutions to the customers in this region. Metrica’s customer experience analytics framework is a very comprehensive, cost-effective and quick to deploy solution for improving workforce productivity, optimising self-service, managing KPIs/SLAs effectively for improving customer satisfaction and reducing operational costs” said Mr Ayappane, Managing Director of Metrica Systems.

GlobalConnect’s success in delivering best-of-breed communications systems extends to major enterprise verticals including health, financial services and IT, providing mission-critical solutions that create a sustainable competitive advantage for Australian organisations.

About GlobalConnect Australia
GlobalConnect Australia is a leading IP telephony and contact centre integrator to organisations across Australia. With broad capabilities, GlobalConnect provides a comprehensive suite of converged solutions, advanced delivery and unequalled support services. We partner with our customers to deploy leading edge solutions that enable medium and large enterprises to transform the way they work and enhance their everyday performance with simple, flexible and reliable communications.

GlobalConnect Australia is a Gold BusinessPartner of Avaya in Australia, with specialisations in contact centre, unified communications and IP telephony. For further information, visit http://www.globalconnect.com.au

About Metrica Systems:
Metrica system is an innovative customer service delivery optimisation solutions provider based out of Bangalore, India. Metrica’s advanced analytics solutions improve customer satisfaction and loyalty via thoughtfully designed and easy to use products & features. CenterWorks, VoiceWorks, SiteWorks and FloWorks are the performance management solutions for contact centre, IVR, website and back-office customer service delivery channels respectively. PredicaWorks and ReportWorks are data mining and MIS reporting automation solutions respectively. Using Metrica’s comprehensive, customisable and cost effective analytics solutions customers can improve productivity, reduce operational costs and increase revenues.