



Genesys Recognises Australian Partners for Outstanding Achievements

Genesys® (www.genesys.com), the global leader in omnichannel customer experience and contact centre solutions, awarded their coveted Asia Pacific Partner of the Year 2018 to Australian firm, Telstra Corporation, during the annual Genesys APAC Partner Conference held 6-9 March 2019, in Chiang Mai, Thailand. The conference is an opportunity for partners to get an inside view into the company's future growth strategy and hear about its latest offerings and innovations. On receiving the Asia Pacific Partner of the Year 2018 award, Jeff Wise, Head of Customer Engagement, Global Product at Telstra Corporation said, "We appreciate this recognition and look forward to strengthening our collaboration. Our partnership with Genesys over the last 15 years has been a significant one which will continue to grow as the demand for cloud based customer experience solutions from our customers continues to increase." George Aprane, Vice President of Channels and Alliances at Genesys, said, "The convergence of digital, artificial intelligence and the cloud has ushered in a huge opportunity in the customer experience market. Our partners will continue to play a significant role in our go-to-market strategy as we help businesses in Asia Pacific take advantage of the significant return on investment the cloud offers." Australian firm, QPC, won the Asia Pacific award for the PureCloud Platform Iconic Win Partner of the Year due to their tenacity and commitment to delivering a modern omnichannel customer experience platform to a range of Australian businesses. Scott Chambers, Managing Director at QPC, said, "QPC are honoured to receive the Genesys APAC Partner award for the PureCloud Platform – Iconic Win Partner of the Year. "It is a testament to an excellent partnership built over many years. We are looking forward to achieving even greater success as our industry and customers adopt new deployment models and technologies in which Genesys and their partners are leading the way." This year's Best Performing Partner award recipients include:

Partner of the Year 2018 - Asia Pacific: Telstra Corporation PureCloud Platform - Iconic Win Partner of the Year 2018 Asia Pacific: QPC PureCloud Platform - Application Innovation Partner of the Year 2018 Asia Pacific: Itochu Techno-Solutions Corporation Innovative Partner of the Year 2018 Asia Pacific: Shanghai Egoo Networks Co. Ltd. Disruptor Partner of the Year 2018 Asia Pacific: The Customer Experience Labs Partner of the Year 2018 Australia & New Zealand: Spark New Zealand Partner of the Year 2018 – Greater China: eSOON China Ltd. Partner of the Year 2018 – India: SmartConnect Technologies Pvt. Ltd. Partner of the Year 2018 – Japan: Itochu Techno-Solutions Corporation Partner of the Year 2018 – Korea: Hansol Inticube Inc. Partner of the Year 2018 – South East Asia: CMC Saigon System Integration Co. Ltd. Genesys remains committed to helping its partners grow their business and increase profitability and will continue introducing programs to help its ecosystem achieve greater success. It currently numbers more than 1,200 partners worldwide, representing a mature and broad range of skills to ensure successful deployments and superior support and service for its customer engagement solutions. For more information about the Genesys Partner Network, visit: <http://www.genesys.com/partner-network>. About Genesys Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel. Every day, 11,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes and create lasting relationships. Combining the best of technology and human ingenuity, we build solutions that mirror natural communication and work the way you think. Our industry-leading solutions foster true omnichannel engagement because they perform equally well across channels, on-premises and in the cloud. Experience communication as it should be: fluid, instinctive and profoundly empowering. Visit genesys.com on Twitter, Facebook, YouTube, LinkedIn and the Genesys blog. For more information about the Genesys Partner Network, visit: <http://www.genesys.com/partner-network>. Media Contacts Australia Elizabeth Williams Group Account Director ZADRO elizabeth@zadroagency.com.au +61 2 9212 7867 +61 411 201 354 Julie Donovan Senior Account Manager ZADRO julie@zadroagency.com.au +61 2 9212 7867 +61 410 510 080

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