

Intellecta named Genesys Partner of the Year

Intellecta has been named as Partner of the Year for 2008 by Genesys, an Alcatel-Lucent company. Genesys Partner of the Year awards were presented to members of the Genesys Partner Program at the G-Force annual user conference in Barcelona. Intellecta was honoured as the 2008 Best Partner in Africa.

Awards are based on Genesys Partner growth initiatives, successful customer implementations, and how well partners took advantage of opportunities for collaboration with Genesys during the previous year.

Intellecta invested a significant amount of resources towards joint customer service solutions, including working on joint planning and execution with Genesys to influence revenue. In addition, Intellecta aligned its strategies with Genesys to deliver comprehensive and dynamic contact centre solutions that integrate seamlessly and provide a high level of end-user customer satisfaction.

“Intellecta has helped build our market presence throughout Africa, and was the key partner in MultiChoice, a ground-breaking customer that was honoured this year as one of the world’s most innovative customer service companies,” says Nicolas Kaploun, senior VP, EMEA Field Operations for Genesys.

For the past three years Intellecta has been recognised by Genesys as a partner award winner. “This recognition serves to reaffirm the company’s go-to-market ability and our track record in terms of innovation and delivery of world-class solutions that have a real impact on our customers’ businesses and their customers’ interaction experience,” says Michael Renzon, MD, Intellecta, a division of the Bytes Technology Group. “We are delighted at this recognition from the world’s leading customer experience management software company.”

There are five tiers in the Genesys Partner Program, each with a specific set of benefits, training, joint marketing and certification requirements. Commensurate with each partners’ investment, Genesys provides enhanced access to Genesys technology, education, and sales and marketing support. The end result allows partners to build strong relationships with Genesys and Genesys customers while gaining experience and adding references.