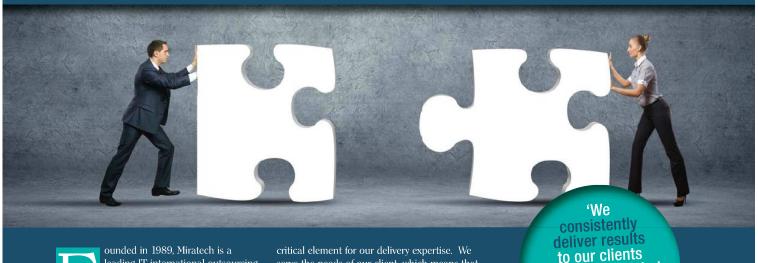
managed competence center™

Genesys is a leading provider of customer engagement and contact centre solutions, with over 3,500 customers in 80 countries. As of June 2013 Gartner placed Genesys at the top of their Magic Quadrant for Contact Center Infrastructure.



ounded in 1989, Miratech is a leading IT international outsourcing company. The International Association of Outsourcing Professionals (IAOP) has recognised Miratech as one of the Best 5 Companies in Eastern Europe. In 2013 Miratech was named in FORTUNE magazine as one of the global best 100 outsourcing service providers.

Genesys has partnered with Miratech since 2000. There are now more than one hundred Miratech engineers serving Genesys. Learn what both companies have to say about their successful partnership, and the keys to their long-running success.



STEWART CHRIST, DIRECTOR FOR US BUSINESS DEVELOPMENT, MIRATECH:

"We consistently deliver results to our clients independent of their industry vertical, or the

technologies they employ in their business operations. Our clients achieve successful business outcomes because we manage their IT infrastructure and technology to deliver defined business results. Genesys is a world-class example

The Managed Competence Center (MCC) we have developed for Genesys demonstrates a

critical element for our delivery expertise. We serve the needs of our client, which means that we are both vendor and technology agnostic; we simply design and deliver the solutions that best meet our client's business needs. For these reasons we have successfully supported Genesys for more than ten years. As a matter of fact, our average client engagement exceeds five years, which demonstrates our commitment to managing all of our clients' expectations, and trusted service delivery.

We apply a comprehensive range of delivery models from outstaffing, to fixed price projects and SLAs; the right model at the right time reduces risks, inefficiencies and rework. We overlay these models with a customised governance structure that best assures that we meet our client's business needs. In this manner Miratech's Managed Competence Center delivery model truly serves as a client asset, and becomes our client's differentiator and a source of competitive advantage."



MATT STOCKER, VP, GENESYS TELECOMMUNICATIONS

"Genesys orchestrates more than 100 million customer interactions every day. So, we pay close attention

to customer support, and we need skilled

they employ'

professionals for this task.

I have been personally engaged with Miratech since 2005, when we started building our relationship; at that time Miratech provided R&D and strengthened developers' division work. Today we depend on Miratech for its customer care capabilities as well."

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industry vertical, or

the technologies

We have optimised our outsourcing model to leverage Miratech's resources as if they are our own. The Miratech team supports our ticket resolution process as if they were a part of our staff. We unwaveringly entrust aspects of our operations, including level 2 support and staff recruiting, to Miratech.

Based on the results we've seen so far, I would like to continue our cooperation with Miratech. For me, even within the last 12 months, we have grown from our investment; specifically, business in my department that has involved Miratech has increased by 50 percent. So, we are absolutely convinced of its capability. We have access to Miratech's executive team, and have very transparent relations. I see our relationship growing over time."