



## PRESS RELEASE

### **Miratech Wins Best IT Outsourcing Team Award**

*September 29, 2014*

Miratech, a leading provider of managed IT services to multinational enterprises, is honored to have been nominated by the National Outsourcing Association (NOA) and to win an Outsourcing Professional Award in the category of Best IT Outsourcing Team. The NOA Awards recognize individuals and teams for their outstanding contributions to their companies' global outsourcing efforts within the U.K.

The NOA selected the Miratech team based on its qualifications and the quality of services it provides to Genesys, a large global call center provider. The winning Miratech's Genesys technical support team is one of three teams shortlisted for this award, which confirms the team's outstanding professional skills.

The dedicated Miratech team focused on Genesys solution, has a strong depth of technical knowledge with more than 30 professionals among them, and successfully working with Genesys for more than 10 years. It acting as an extension to the Genesys Customer Care organization, which encompasses over 250 technical experts around the world, and providing troubleshooting support through a global tier-less 7x24 Live Answer product support model.

Igor Goldenberg, Miratech Vice President, Product and Program Management, commented, "NOA's Award recognizes the Genesys support team's excellent skill and teamwork, and challenges us to improve even more. I believe that, despite an already superior ranking, this team has further potential to advance."

Dean Cottle, Genesys Global Product Support Leader, Business Applications, added, "We appreciate the recognition that the Miratech and Genesys project has received from the respected experts at the NOA. This prize emphasizes Miratech's high level of expertise in creating an efficient outsourcing team and providing effective management within challenging project conditions. It is a just reward for our accomplished team."

### **Contact for Media**

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### **About Miratech**

Miratech is an IT services and outsourcing company that contracts with large and midsize multinational organizations. Founded in 1989, Miratech has its headquarters in Stockholm and Washington, DC; and R&D centers in Poland, Slovakia, and Ukraine. Miratech serves its customers in 560 cities and towns.



Miratech has been ranked highly in major industrial ratings, including the Global Services 100, by Global Services; the Software 500, by Software Magazine; The Global Outsourcing 100® and Best Five Companies in Eastern Europe, by IAOP®.

Miratech is ISO 9001, CMM Level 3, and ISO 27001 certified.

For additional information about Miratech, please visit [www.miratechgroup.com](http://www.miratechgroup.com).

### **About Genesys**

Genesys is the market leader in multi-channel customer experience (CX) and contact center solutions in the cloud and on-premises. We help brands of all sizes make great CX great business. The Genesys Customer Experience Platform powers optimal customer journeys consistently across all touchpoints, channels and interactions to turn customers into brand advocates. Genesys is trusted by over 4,500 customers in 80 countries to orchestrate more than 100 million digital and voice interactions each day.

### **About the NOA**

The NOA is the leading association serving both the outsourcing professional and the global outsourcing industry. Our vision is to grow the size and positive reputation of the outsourcing industry. Our mission is to be both the home and global ambassador of world class outsourcing.