



NEWS RELEASE

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Symmetrics & PSS Help to Expand Partnership for Worldwide Customer Support of Contact Center Solutions

*Systems Integrator & Reseller to Handle First-Line Telephone, E-mail Technical Support
Response in Key Territories*

FOR IMMEDIATE RELEASE: Wednesday, April 30, 2015

VANCOUVER, BC and DUBLIN, CA — Symmetrics Business Intelligence, a provider of real-time, historical and call-detail reporting solutions for contact centers, and PSS Help, an independent systems integrator and customer interactions solutions provider, today announced an expansion of their partnership to provide deeper, more flexible support for Symmetrics products worldwide.

Under an expanded master services agreement, PSS Help — already a reseller and integrator of Symmetrics solutions — will handle first-line technical support for Symmetrics' contact center products for select customers in Europe, Asia and Australia initially, with a planned expansion to include North American first-line customer support later in the year. Symmetrics will continue to handle more complex technical support issues for all territories.

“Recently, as we’ve seen rapid growth in our customer base worldwide, we’ve been evaluating how to most efficiently add capacity to our existing 24x7 global support services,” explains Richard McElroy, Symmetrics president and chief operating officer. “As a systems integrator, PSS Help already has a core competence in offering technical support services to hundreds of customers in 19 countries around the world. And as

PSS Help is an existing reseller with experience in Symmetrics solutions, it made sense to expand our relationship with a partner who could quickly and competently augment our existing customer support infrastructure.”

Tony Porter, PSS Help’s chief marketing and sales officer, says the expanded partnership is a natural division of labour. “From our seven offices in the U.S., Europe, Australia and Asia, we already support a broad portfolio of customer interaction solutions in thousands of contact center sites,” Porter notes. “With PSS Help handling first-line telephone and e-mail response in key geographies, Symmetrics can focus on solving more complex customer support issues more quickly. And both companies will benefit from PSS Help’s growing familiarity with Symmetrics products.”

About Symmetrics

At Symmetrics, we build, implement and support software that solves the problem of reporting and analyzing real-time, historical and call-detail data from any system or application found in your call center. We've been doing it for over 15 years, and we do it for call centers all over the world, big and small. What makes Symmetrics different? We take best practices from business intelligence and data warehousing and apply them to the specific domain of the contact center. Our solutions fit the unique reporting and analysis needs of our customers, no matter how many different systems, applications, or call center sites they have. For more information, please visit <http://www.symmetrics.com> .

About PSS Help

PSS Help is an independent specialist systems Integrator and IVR solution provider that helps improve customer interactions, from legacy support through transition of existing architecture and innovation with the design and deployment of new solutions.

With competencies around Genesys, Aspect, Avaya, Cisco and other major contact center technologies, PSS Help delivers complete customer interactions and experiences to supporting individual website and contact center platforms and applications for service providers, telecommunications, healthcare, financial services, utilities, government, transportation and travel markets.

PSS Help serves 150 clients in 19 countries and supports thousands of sites across the globe through offices in Chicago, New York and Dublin (CA), and international offices in Coventry, Melbourne, Sydney, and Singapore. For more information, please visit www.psshhelp.com.