

## Enghouse Interactive's Presence Suite helps VIVA Communications deliver innovative cloud contact center services to its customers

**Supported by Healthee Systems, international group of highly trained IT professionals, VIVA embraces the cloud for greater business agility in the India contact center market space.**

Madrid, January 15, 2019 -- **Enghouse Interactive**, a leading developer of contact center software and services, is pleased to announce that partner **Healthee Systems**, has closed an agreement with **VIVA Communications**, to implement its new private Cloud Contact Center platform. In adopting Enghouse Interactive's solution, VIVA becomes one of the leading providers of cloud-based unified communications platform, capable of streamlining the contact center experience for customers in India.

Based in the United Kingdom and with a strong presence in India, VIVA offers unified communications solutions for companies throughout the world. Their solutions and service experience are revolutionizing communications in more than 500 corporations around the world. *"The decision to implement Enghouse Interactive's solution was a logical next step in rolling out our digital communications strategy,"* states Sri Sampath, CEO of VIVA Communications. *"We also needed to unify disparate technologies, standardize operations and our service offerings, and simplify complexities enabling more effective and profitable deployments for us and our clients".*

According to Rajeeb Borthakur, President at HealThee Systems, *"Businesses are increasingly adopting a cloud-centric approach, so we had to go to market in search of a scalable, carrier-grade, omni-channel contact center platform, which is advanced and easily adaptable to clients operational requirements. Enghouse Interactive's Presence Suite fit the bill perfectly".*

**Carlos Martínez**, Managing Director at Enghouse Interactive, says: *"This outstanding agreement is another milestone in our Contact Center solution excellence, which reinforces the leadership position of Enghouse Interactive, expanding our global presence in prominent countries such as India".*

In words of **Vince Mifsud**, Enghouse Interactive President, "At Enghouse, we see this as a great opportunity that opens up exciting new chances worldwide in the fast-growing

cloud contact center marketplace and we are really looking forward to spread the value of our product portfolio to address amazing challenges in this space.”

### **About VIVA Communications**

VIVA Communications ([www.vivacommunication.com](http://www.vivacommunication.com)) is a provider of Unified Communication Solutions servicing Voice, Video, Internet, Customer Support and Customer Service needs of enterprises and contact centers in the Indian and UK markets. VIVA has a history of more than 10 years and has serviced 500+ corporations with its Unified Communication offerings. VIVA is one of the most sought-after service providers, when it comes to communication in the IP space and has partnered with some of the industry leading solution providers, which includes Enghouse Interactive in the Contact Center space.

### **About HealThee Systems**

Healthee Systems ([www.healtheesystemsinc.com](http://www.healtheesystemsinc.com)) is a provider of technology solutions across domains like telecommunication, healthcare, banking, hospitality, advertising, automotive, security and services. Healthee has a 7 year history of providing IT technology solutions to its customers and it is headquartered in Florida with offices in 4 different off-shore locations supporting their operations 24x7. Healthee Systems has been associated with Enghouse Interactive as a technology partner for many years now and they are instrumental in bringing Presence Suite to the Indian market through VIVA Communications.

### **About Enghouse Interactive**

Enghouse Interactive ([www.enghouseinteractive.com](http://www.enghouseinteractive.com)) delivers technology and expertise to maximize the value of every customer interaction. The company develops a comprehensive portfolio of customer interaction management solutions. Core technologies include contact center, attendant console, predictive outbound dialer, knowledge management, IVR and call recording solutions that support any telephony environment, on premise or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 800 dedicated staff across the company's international operations.

Enghouse Interactive is a subsidiary of Enghouse Systems Limited, a software and services company traded on the Toronto Stock Exchange (TSX) under the symbol "ENGH." Founded in 1984, Enghouse Systems is a consistently profitable company, which has grown both organically and through the acquisition of well-regarded specialists including AndTek, Arc, CosmoCom, Datapulse, IAT, IT Sonix, Survox, Presence Technology, Reitek, Safeharbor, Syntellect, Telrex, Trio, Voxtron and Zeacom. Learn more at <http://www.enghouseinteractive.com/>.

**More information:**

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