Masergy Honored with Two Cisco Contact Center Awards

#1 Global Webex Contact Center Users Award and Top Webex Contact Center Bookings Award

DALLAS — October 10, 2019 — Masergy, a leading provider of managed, secure SD-WAN, Cloud Communications, and Managed Security solutions, today announced it was the recipient of the #1 Global Webex Contact Center Users award and the Top Webex Contact Center Bookings (America) award during the Cisco Contact Center Summit 2019 held in Florida.

Masergy was honored among a global field of top Cisco partners for demonstrating excellence in innovation and implementation of Cisco's Webex Contact Center.

"We are honored to be recognized as a top strategic partner in delivering Cisco Webex Contact Center solutions to the market," said Bob Laskey, chief revenue officer, Masergy. "The combined value of Masergy's high performance managed secure SD-WAN, coupled with Cisco's leading contact center software, is resonating with enterprise clients who value a superior customer experience."

The #1 Global Webex Contact Center Users award recognizes Masergy as having the largest number of active Cloud Contact Center users worldwide. The Top Webex Contact Center Bookings (America) award distinguishes Masergy's joint Cisco solution as the most preferred by American enterprises.

In March 2018, Masergy announced its selection as a Global Premier Partner for the Cisco Customer Journey Platform. This selection, coupled with the Webex Content Center Awards, highlights a partnership dating to 2004 and validates a strategy of helping Masergy partners and customers improve their customer experience and optimize business performance.

"It is an honor to recognize winners of the Cisco Webex Contact Center Awards," said Omar Tawakol, vice president and general manager, Cisco Contact Center. "Masergy's innovative solutions and implementation expertise, coupled with Cisco's cognitive collaboration solutions, are delivering highly personalized customer experiences that today's customers demand."

Running Cisco collaboration solutions on Masergy's managed and secure software-defined network provides enhanced end-user experience and end-to-end security. Together, Masergy and Cisco are delivering a contact center solution that removes IT complexities, reduces operational costs, improves security, and increases collaboration with omni-channel support functions. Enterprises gain analytics-driven performance routing, full IVR, and integrated call recording that optimizes customer engagements and improves first call resolution.

Product or service names mentioned herein may be the trademarks of their respective owners.

About Masergy

Masergy enables global enterprises to innovate, disrupt and dominate their industries with transformative solutions in Managed SD-WAN, Cloud Communications, and Managed Security. Built on the world's most innovative Software Defined Platform, our agile technologies, customizable solutions and unmatched customer experience are why leading organizations rely on Masergy to stay ahead of the competition. Don't fear what's next. Be what's next with Masergy. Learn more and follow us on our blog Transforming Enterprise IT, Twitter@Masergy, LinkedIn, and Facebook.

# # #

Masergy Contact:
Stephen Phillips
469-291-8258
stephen.phillips@masergy.com

Masergy Media Contact:
Calin Gunn
802-779-7040
calin@bluetext.com