



# IST Announces Gold Partner Status with Genesys

*IST partnership brings maximum ROI to Genesys Customer Experience Platform deployments*

DUBAI, UNITED ARAB EMIRATES, June 4, 2017 /EINPresswire.com/ -- [IST](#) a customer experience focused systems integrator, has been awarded Gold Partner status from Genesys, the global leader in [omnichannel customer experience](#) and contact center solutions. [Genesys Gold Partners](#) undergo rigorous audits of their services and support capabilities as well as in-depth product training and certification. Gold Partners are also measured on their track record of completing complex customer implementations to prove their commitment to quality service delivery and customer satisfaction.

IST's project portfolio features a large number of successfully launched, Genesys-based solutions at enterprise organizations, such as Mobily, Sabic, STC, Careem and Vakif Emeklilik. IST was awarded its initial Genesys partner status in 2014. Since then, the company has further deepened its expertise through additional customer deployments and providing world-class business-consulting services that have resulted in optimized customer experience performance.

"IST, backed by more than 15 years of experience, has a history of delivering innovative CX solutions to create sustainable competitive advantages for businesses," said Paul Rolfe, vice president of global partners and alliances for Genesys. "This, combined with its deep technical expertise and contact center knowledge, ensures our joint customers will receive maximum return on investment."

"IST is extremely proud to be awarded Gold Partner status from Genesys in recognition of all the hard work our team has put in. IST and Genesys share many common values for innovation, training and total commitment to service delivery. With this recognition, our customers can rely on IST's ability to deliver the Genesys customer experience platform at the highest possible standard," said IST's General Manager, Samer Shafeek. "Furthermore, we are extremely excited by the new innovative cloud solutions powered by Genesys technology."

## About IST

IST is the #1 systems integrator in the Middle East Dedicated to Customer Experience Technology. Established in 2002 and with the largest skilled workforce spanning multiple countries, our team of experts are at the forefront of customer experience and understand the local population to deliver effective solutions.

<http://www.istnetworks.com>

Sherif Fahmy  
IST Networks  
+44 7904744406  
email us here

---

This press release can be viewed online at: <http://www.einpresswire.com>

Disclaimer: If you have any questions regarding information in this press release please contact the

company listed in the press release. Please do not contact EIN Presswire. We will be unable to assist you with your inquiry. EIN Presswire disclaims any content contained in these releases.

© 1995-2017 IPD Group, Inc. All Right Reserved.