

Adept4 plc
(“Adept4”, the “Company” or the “Group”)

New Reseller Agreement & Contract Wins

Adept4 plc, the AIM listed provider of 'IT as a Service' ("ITaaS"), is pleased to announce a recent extension to its 'asset light' IT solution offerings which leverages its expertise and customer base in Microsoft (Skype for Business) and telephony.

In the last 12 months we have seen increasing demand from our legacy telephony customers and Office 365 managed service customers for an effective and competitive solution that could provide full contact centre management capabilities, including integration with CRM, other backend business platforms and legacy PBX systems, whilst at the same time taking advantage of the functionality of Skype for Business – which is included within Office 365.

To address this sales demand, Adept4 has recently partnered with Workstreampeople to offer Anywhere365, the largest Contact Centre and Dialogue Management platform native to Microsoft Skype for Business and Office365. Anywhere365 is deployed as critical infrastructure at almost 500 global customers, across 36 countries, across all market sectors, including 27 members of the Fortune Global 500.

Adept4 has already enjoyed early sales success with this solution, securing new contracts worth in excess of £0.3 million in total revenue through:

- Implementation of the Anywhere365 solution for an international contact centre provider during late summer 2017 within extremely tight timescales. Since going live, the platform is processing over 100,000 calls per month; and
- Further orders secured from existing customers in the healthcare, membership and financial service sectors which are currently being implemented.

We look forward to building on the momentum with this product over the forthcoming months.

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