

Next Telecom Boosts Customer Experience Capabilities with ipSCAPE Partnership

Comms Group's SME division, Next Telecom, partners with Australian customer communication technology leader ipSCAPE to enhance cloud offering

Sydney, Australia 11th of May, 2023: Comms Group (ASX:CCG) today announced its SME telco division, Next Telecom, has signed a strategic partnership with Australian Cloud Contact Centre as a Service (CCaaS) technology provider ipSCAPE.

The collaboration is aimed at strengthening Next Telecom's position in the Australian SME and corporate mid-market sectors through enhancing Next Telecom's capabilities in cloud communications. The ipSCAPE platform has an extensive range of features, which deliver personalised and scalable customer experiences.

Gavin Roache, CEO Next Telecom said, "We are excited to be able to expand our customer experience offering with ipSCAPE's [Contact Centre as a Services \(CCaaS\) platform](#). Our suite of telecommunications services and our local customer service and support combined with ipSCAPE's service offering, makes us confident that we will deliver unparalleled client engagement and bring even more value to our customers."

With its cloud native software, ipSCAPE enables customer service and sales teams to have multichannel interactions with customers that build loyalty and improve satisfaction. ipSCAPE has extensive experience in the SME and mid-market sector powering the customer communications of high growth companies across sectors including financial services, utilities, and retail. Building on its Contact Centre capabilities, ipSCAPE also provides value added features including business intelligence, advanced analytics, and AI to drive innovation in Cloud Communications.

"We are thrilled to partner with Next Telecom, who share our commitment to providing customers with the tools and hands-on support they need to create incredible customer moments. This partnership will enable us to expand our reach and further cement our position as a leading provider of cloud contact center solutions to organisations across Australia and beyond," said Fiona Boyd, CEO of ipSCAPE.

-ends-

About Next Telecom

Next Telecom is a telecommunications service provider to Australian SME and Corporate mid-market sectors supplying the latest products and award-winning customer service. For more information see nexttelecom.com.au

About ipSCAPE

ipSCAPE is an Australian contact centre technology company founded in 2005, which provides cloud communication solutions and enables businesses to connect with their customers through Voice, Web Chat, Email and SMS. For more information see ipscape.com