

WICK HILL APPOINTED AS A DISTRIBUTOR OF OAK'S COMMS PORTFOLIO

New distributor appointment is latest move in Wick Hill's expansion in the converged voice/data market

Wick Hill has been appointed as a distributor for Oak's Comms Suite solution, which encompasses call logging, call recording, CTI and wallboard applications.

Comms Suite, which is designed to enhance productivity, efficiency and customer experience, can integrate seamlessly with all major telephony systems, reporting and displaying live call statistics and XML output from any business database.

Wick Hill has a long-established reputation as an award-winning value-added distributor of secure infrastructure solutions. This appointment is one of a number of new distributor relationships, which are part of a further expansion by Wick Hill in the converged voice/data market.

Siobhan Gibbs, business development manager at Wick Hill, said: "Wick Hill's appointment as an Oak distributor gives Wick Hill resellers a fantastic opportunity to work with their existing clients to provide voice applications across the network, with and without the need to upgrade their core telephony platforms. They will be able to forge relationships with customers on voice provision and business applications, further supporting customer retention".

Gibbs added: "Oak is a leading vendor of call logging, call recording and CTI in the SME sector and is recommended and endorsed by the leading voice platform vendors. This agreement demonstrates Wick Hill's ongoing investment and success in the converged voice and data market. It will further enhance the ability of Wick Hill resellers to deliver entire business technology solutions to their customer base. Wick Hill and Oak will assist them in this by offering complete training and support across the product range".

Philip Reynolds, joint CEO, Oak, said: "We're really pleased to appoint Wick Hill as a distributor of Oak products. Wick Hill has truly recognised convergence and is delivering this through its expanding portfolio. This is a very exciting time for both our companies, as real business benefits are delivered to end users as a result of convergence".

Oak products

As an early innovator Oak is able to deliver leading edge solutions to give that competitive edge to Oak's channel partners. Oak's latest solution, Comms Suite, brings together into one integrated solution call recording, call logging & reporting, CRM and business application integration, as well as call centre style wallboard displays.

As a result of Oak's close links with all leading telecoms manufacturers, Comms Suite is available across all platforms, as well as being integrated with more than 100 different business systems. Comms Suite delivers savings to every business as well as enhancing productivity and performance.

About Wick Hill

Established in 1976, value added distributor Wick Hill specialises in secure infrastructure solutions. The company sources and delivers best-of-breed, easy-to-use solutions through its channel partners, with a portfolio that covers security, performance, access, networking, unified communications and hosted solutions.

Wick Hill is part of the Wick Hill Group, based in Woking, Surrey with sister offices in Hamburg. Wick Hill is particularly focused on providing a wide range of value added support for its channel partners. This includes a strong lead generation and conversion programme, technical and consultancy support for reseller partners in every stage of the sales process, and extensive training facilities.

About Oak

Oak (www.oak.co.uk) is a leading provider of innovative Communications Management Solutions to businesses and call centres of all sizes. Oak's product range includes call logging/reporting, call recording, CTI enabled application and database integration, and call centre type wallboard displays. These applications save businesses money, increase their productivity, improve their customer service and help them make money.

Oak products are developed in-house and are available from professional accredited channel partners across the UK. Oak works closely with all leading telecoms manufacturers. Oak, an ISO9001:2001 quality accredited UK company, has been serving the channel since 1985 and today employs over 50 staff in the UK.