



conversations

Lim Ah Beng
May 15-16

"With the most vocalised Opposition in Parliament in the nation's history, Lord Acton's maxim that 'Power tends to corrupt and absolute power tends to corrupt absolutely' could be proven a veritable truism in Malaysia."

Dato' Zeti Hattah
May 21-22

"If all top holders of positions (in times) also have presence in the marketplace, then we are like the Chinese Communist Party because you have to be in the Purlieu first. But we are a performance democracy and the criteria are different."

Deba Shukla
May 29-30

"... when a politician makes his rise from the bottom to the top, and when you are at the top, along the way up the ladder is your moral, forget where your support is really coming from."

Lim Guan Eng
June 5-6

"... the nationalisation of education (from the early 1970s) led to the compulsory usage of Bahasa Malaysia, and English was ignored. And then, as we went along, we came to realise how wrong it was to get rid of English 100%."

An Muzamil
June 12-13

"Our challenge will be of course to prepare a comprehensive report where we should outline a route for the police that moves to a new management culture of responsibility, of accountability and transparency in their dealings with the public."

Envox launches iPCX for Europe

By Fintan Ng

Envox Asia Sdn Bhd, an MSC-status provider of multimedia customer interaction software applications, has launched its call and contact centre solution iPCX in Europe in a partnership with Swiss-based solution supplier Ascom.

"The iPCX is an all-in-one box solution that is cost-effective and easy to install," its chief executive officer Rodney Yap said at a media briefing in Kuala Lumpur in conjunction with the launch on July 1.

Yap said the iPCX was targeted at mid-to-large contact centres in the pharmaceuticals, hospitality, distribution, manufacturing, health and financial services industries. He said RM1.2 million was spent on developing iPCX.

He said Envox now had three interactive voice response customers (IVR) – Clinical Research Centre of the Ministry of Health, CallBiz (M) Sdn Bhd and a telecommunications company. He said it would have another three to four customers this year.

Yap expected Envox to post a revenue of RM3.5 million in the year ending Dec 31, 2004 from RM837,000 last year. He said 50% of the revenue would come from the Malaysia, Singapore and Thailand IVR markets.

He said Envox expected its foray into Europe to result in a 200% revenue growth of RM1.70 million by end-2005.

Yap expected to launch the iPCX locally in August at a price tag of RM200,000 to RM250,000 per package, which he said was between RM500,000 and RM750,000 cheaper than the solutions available in the market now.

He said Envox had 12 channel partners in Asia Pacific with customers in the financial, telecommunications, government and manufacturing sectors.

Yap said the call and contact centre solution market globally was worth US\$1.4 billion (RM5.32 billion) annually.

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