



# Corporate Profile



# Overview

IPVox Sdn Bhd (formerly known as Envoy Asia Sdn Bhd), a Multimedia Super Corridor (MSC) status company is today a leading provider of multimedia customer interaction software applications for mid-to-large sized companies in Asia Pacific. Headquartered in Kuala Lumpur, Malaysia, IPVox was incorporated in 2000, with sales office located in Singapore. IPVox today, has channel partners in 12 countries in Asia and Europe.



IPVox has successfully developed a contact centre solution for the mid-to-large enterprises, based on the highly successful communications development platform from Envoy worldwide, a Sweden-based provider of voice-enhanced communications for service providers and enterprises. IPVox's contact centre solution offers mid-to-large enterprises the robust functionality and multi-channel customer interaction capabilities that are vital in today's customer centric market.

## History



To address today's highly competitive markets, multi-channel contact centers with highly customizable capabilities, at a cost affective price, are needed for mid-to-large organizations to compete effectively and profitably. IPVox today delivers its solutions through a global network of partners including value added resellers (VARs), system integrators (SIs), service and solution partners.

## Present

# Customers



In Asia Pacific and Europe, IPVox has been helping its customer in a multitude of industry verticals to reduce costs, increase customer satisfaction and serve as the basis for new revenue generating services. These customers are in telecommunications, distribution, hospitality, Government, financial services, etc...

# Partners

Through its channel partners and strategic alliances, IPVox has formed strong business relationships with key organizations in Asia Pacific and Europe. Channel partners' add-value by way of providing professional services in systems integration and implementation. Strategic alliances with other technology partners continue to add and enhance IPVox's solutions capabilities and value propositions.



# Technical Support



IPVox believes in providing the highest level of technical support to its channels partners as well as direct customers. Thus, customer support begins prior to the initial sales call and continues throughout the lifecycle of the business relationship. IPVox provides normal technical support: from 9am to 6 pm, 5 days a week, via telephone, email consultation and on-site tasking (if required).

# Professional Services



Our team of contact center experts have planned and successfully implemented every facet of contact center operations in many settings. We will apply that depth and breadth of experience to your operations, so that you can achieve your business goals, facilitate change and readily adapt to your customers' needs. We provide Professional Services to assist companies develop and execute business strategies that will enhance their customer service and strengthen valuable customer relationships whilst maximizing their contact centre investments. Our consultants give expert analysis, recommendations and implementation services - including project management, deployment, performance management and customized applications.



## Head Office:

**IPVox Sdn Bhd** (537018-X)  
*(formerly known as Envov Asia Sdn Bhd)*  
Suite E-7-2 Block E  
Plaza Mont' Kiara  
No. 2 Jalan Kiara  
50480 Kuala Lumpur  
Malaysia  
Tel: +603 6203 5882  
Fax: +603 6203 5881  
Website: [www.ip-vox.com](http://www.ip-vox.com)

## Research & Development Office

### Cyberjaya Office

#### Singapore:

**IPVox Pte Ltd** (200500355W)  
9 Jurong Town Hall  
#02-85 iHUB  
Singapore 609431  
Tel: +65 6336 2336  
Fax: +65 6336 2726

