

Huawei Launches eSpace Contact Center Solutions Certified for SAP CRM for Enterprise Customers

Beijing, China, May 29, 2014 – Huawei, a leading global information and communications technology (ICT) solutions provider, today announced the launch of eSpace Contact Center solutions for enterprise customers, which are certified for SAP® Customer Relationship Management (SAP CRM). The eSpace Contact Center empowers customers to move toward a customer contact center architecture, offering sales, marketing, and service information and insights and providing high-quality customer experiences, enhanced customer interaction, and more efficient service.

The SAP Integration and Certification Center (SAP ICC) has certified that eSpace Contact Center V2 integrates with SAP CRM and the Huawei contact center platform, providing a multi-channel access gateway to interactive channels for customers, including voice, Web, and SMS. Huawei eSpace Contact Center offers innovative, Web-based customer services that incorporate a portfolio of collaborative applications, such as social media, remote desktop, whiteboard, file transfer, and annotation.

"We are proud to launch the eSpace Contact Center solutions certified for SAP CRM, which will enable our enterprise customers to offer first-class customer service experiences," said Wang Junhai, Huawei eSpace Contact Center product Management Director. "Committed to forging open collaborations with partners, Huawei strives to bring high-quality and innovative ICT products and solutions to the enterprise business market. We look forward to more successful collaborations with SAP."

To help to consistently improve customer satisfaction, Huawei eSpace Contact Center solution integrates with the robust and reliable SAP CRM application. Companies that use Huawei eSpace Contact Center together with SAP CRM as the foundation for their contact centers can experience an outstanding customer experience.

Huawei made its contact center sector debut in 1993, and, through continuous efforts over the past 20 years, the company has become a leader in China's contact center market and has achieved remarkable growth worldwide. To help customers build outstanding contact centers and remain relevant in competitive markets, Huawei leverages its telecommunications experience by incorporating new technologies and concepts into all-in-one contact center solutions. Working with SAP, Huawei seeks to develop integrated and breakthrough solutions that will help address the changing needs of enterprises and industries in the continuously evolving ICT landscape.

About Huawei

Huawei is a leading global information and communications technology (ICT) solutions provider. Through the dedication to customer-centric innovation and strong partnerships, Huawei has established end-to-end advantages in telecom networks, devices and cloud computing. Huawei is committed to creating maximum value for telecom operators, enterprises and consumers by providing competitive solutions and services. Its products and solutions have been deployed in over 170 countries and regions, serving more than one third of the world's population.

For more information, visit Huawei online: enterprise.huawei.com

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