

CHANGE TODAY AND YOU CHANGE TOMORROW

The way we communicate continues to change at pace. Tomorrow has never looked so different from today. IPI is here to keep your business in touch with its customers.

With innovation in our DNA, we deploy pioneering solutions to help create the smartest, most efficient Contact Centres in the world. Optimised hubs that offer a more satisfying, more cost-effective customer experience.

And just as our offering is complete, so too is our support. Helping you to not just prepare for what's to come, but to embrace it.

Headquartered in Reading UK, with offices in Manchester and the Philippines, IP Integration is a leading independent contact centre systems integrator. We partner with many leading vendors, including Avaya, Verint, Microsoft and Blue Prism. We also develop in-house applications that support end-to-end contact centre deployments, and offer network service provision, through systems design and deployment, to post-implementation managed services 24/7.

Our team of experts understands the technical, commercial and organisational challenges contact centres face and offers a wide range of solutions that help organisations overcome them to increase effectiveness, efficiency and customer satisfaction.

Our customers range in size from 30 to 10,000 seats, such is the flexibility and scalability of our solutions, and are split across many vertical markets including finance, insurance, BPO, retail, travel, Gaming and leisure. In addition, IP Integration meets BSI standards in Quality Management, Environmental Management and Information Security Management.