

About CTI (short description)

CTI — COMMUNICATIONS. TECHNOLOGY. INNOVATIONS.

CTI is a leading systems integrator and provider of IT solutions and cloud services in Russia and CIS countries. The company has over 18 years' experience of implementing and supporting comprehensive projects of various sizes and complexity in such areas as business communications and contact centers, telecommunications and network solutions, information security, digital signage, data processing and storage centers, the internet of things, CCTV and analytics systems, as well as comprehensive outsourcing.

CTI focuses on the effective resolution of the client's business goals. The innovative services offered by CTI help optimize the client's business processes, increase economic efficiency, resolve issues related to the quality of customer service and increase customer satisfaction and loyalty.

CTI has its own R&D department whose experts implement complex integration projects and develop innovative software products to meet all the client's needs.

About CTI (full description)

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This unique expertise is based on the experience of working with leading companies from all sectors of the economy. CTI's clients include major telecom operators, industrial enterprises, financial and insurance companies, retailers, as well as government agencies.

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CTI develops its own products to automate contact center automation and ensure clients have effective sales processes. They include: CTI OMNI, a system for multi-channel request processing; CTI Outbound, which automates outgoing calls, ensuring efficient organization of telemarketing; CTI Scripting – a product to accelerate agent and IVR script development; and the CTI Speech Attendant 'auto-assistant' with embedded speech recognition.

CTI partners with more than 100 leading IT manufacturers. To implement the most reliable and functional solutions CTI uses the products of world leaders in the IT industry such as Cisco, HPE, Dell EMC, VMware, NetApp and others. For many years, CTI has held Cisco's leading partner status in Russia and for the second consecutive year has confirmed its Best Partner status with the Service Providers Solution Expert

specialization, one of the most technologically complex. Today, CTI is the only Cisco partner in Russia with two master specializations – Security and Collaboration.

The company's management systems are certified, while compliance with the requirements of international standards BS EN ISO 9001: 2015, ISO / IEC 20000-1: 2011 and ISO / IEC 27001: 2013 are confirmed annually by BSI – the international certification authority.

The CTI team is made up of highly professional engineers, programmers and managers trained at the foreign and Russian training centers of software and IT hardware vendors. CTI's technical specialists hold more than 350 professional certifications. The experts in CTI's own R&D department implement complex integration projects and develop innovative software products to help resolve the client's problems. Ready-made solutions are demonstrated to customers in demo rooms fitted with the most state-of-the-art equipment.