

IntegraTouch named a top viable vendor in the 2019 Gartner Magic Quadrant Review



SYMPHONY

by IntegraTouch

Rochester, Apr 25, 2019 (Issuewire.com) - Gartner, the world's leading technology research and advisory company, has recognized Symphony by IntegraTouch as one of the top viable vendors in its 2019 Magic Quadrant review for Integrated Revenue and Customer Management (IRCM) for CSPs.

Gartner evaluated solutions that provide billing, customer care, rating, charging, pricing, partner relationship management, policy management, mediation, self-service, analytics and other related functions that serve CSPs.

Symphony Billing currently meets many of Gartner's key criteria for the Magic Quadrant, as well as others, including:

- Being a single-stack IRCM solution, significantly reducing integration and operations costs
- Configurable artificial intelligence enabling a superior customer experience
- Comprehensive revenue management, including mobile, fixed network, prepaid, postpaid, IoT, NFV, SDN/SDWAN, IPTV, IaaS, content services, quad-play, professional services labor, and more
- Leading-edge functionality, technology, and scalability
- Positioned to execute its vision in enabling underlying and emerging patterns/trends in revenue and customer management activities
- Being a full-service partner that delivers innovative projects and activities

IntegraTouch, developers of the Symphony suite of comprehensive OSS/BSS solutions, manages \$5+

billion in client billable revenues annually, servicing over 35 million active billable subscribers across 3 major continents, with a 24x7x365 managed the operation.

“We are thrilled that Gartner has recognized IntegraTouch and our single-stack solution as a top viable alternative in the IRCM Magic Quadrant,” said Kevin Maag, President & CEO of IntegraTouch. “We believe the CSP marketplace is ready for a full-service technology and operations provider over the traditional quadrant leaders, whose IRCM solutions were pieced together via acquisition. The fact that our solution was designed organically with the entire customer lifecycle in mind, coupled with our managed operations pedigree, means we are best equipped to deliver digital transformation in the communications marketplace. We strive to always deliver agility, differentiation and costs leadership competitive advantages.”

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