



**FOR IMMEDIATE RELEASE**

## **Nexidia and Ydilo announce International Alliance Agreement**

*Ydilo, leading provider of self-service multichannel solutions and managed services, joins forces with Nexidia to bring leading-edge speech analytics capabilities to the Iberian and Latin American markets.*

**LONDON & MADRID – 19<sup>th</sup> April, 2010** – [Nexidia](#), the market-leading provider of audio search and speech analytics solutions and [Ydilo](#), premier provider of advanced voice solutions and automated multichannel customer care services, today announced an international partnership agreement that will bring the latest speech analytics capabilities to the Spanish, Portuguese and Latin American markets.

Utilising the [Nexidia Enterprise Speech Intelligence \(ESI\)](#) solution, Ydilo adds a new Speech2Business Intelligence service to its current automated customer care facilities which already include advanced voice recognition and multimedia technologies. The additional facility will allow detailed, accurate analysis of 100% of agent-user interactions in contact centres to improve agent performance, increase efficiency and improve customer satisfaction. Initially this service will be launched within Iberia and ultimately across Latin America.

“With over 10 years in the voice technologies arena, Ydilo is constantly extending its portfolio of services to meet emerging customer needs,” states Jerónimo Gómez Sarraalde, Chief Operations Officer (COO) at Ydilo. “The incorporation of state-of-the-art phonetic search technologies from Nexidia into our solution-set is an invaluable next step. Phonetic indexing and search has been proven to be the fastest, most accurate way to deliver great business benefits in today’s busy multichannel customer environments. Our detailed research into the speech analytics market showed Nexidia’s product suite to be the most advanced, robust and operationally-proven solution available.”

This new Speech2Business service will allow the quick extraction of meaningful intelligence from all customer calls, obtaining a range of business benefits that include improved agent performance, improved business processes, increased market intelligence and controlled compliance - all designed to increase customer loyalty and satisfaction while reducing



operating costs for Ydilo customers. These significant operational cost and business improvements can include:

- Improvement in First Call Resolution (FCR) rates
- Reductions in average call times
- Increases in collections and sales effectiveness
- Improved quality monitoring across all agents, including those provided by outsourcers

Managed by Ydilo professionals, Nexidia ESI will enable 100% of contact centre interactions to be analysed at a reasonable cost, delivering a quantifiable Return on Investment (ROI).

"Ydilo are a leader in their field - with a detailed understanding of the voice technologies arena, an experienced in-house professional services team and an extensive client base across many sectors, and are therefore an ideal partner for Nexidia," adds Jonathan Wax, VP EMEA Nexidia. "Plus, their initial projects already have proven that they can use the Nexidia applications suite to deliver the business benefits to their clients."

"Today's agreement with Ydilo is a foundational step towards expanding Nexidia's partner network throughout EMEA," concludes Jonathan Wax.

### **About Ydilo AVS**

Ydilo is a leading provider of managed services and contact centre solutions that utilise advanced natural language recognition technologies. Established in 1999, Ydilo provides telecommunications operators, banks, public administration and large corporations with advanced voice solutions for the automation of multichannel customer care and value-added services. These leading-edge solutions have been recognised internationally for their high level of quality and usability.

Currently Ydilo operates more than 3,000 ports with natural language recognition technology, dealing with more than 170 million calls in 2009. The company has offices in Madrid, Las Palmas on Gran Canaria and London. For more information, please visit [www.ydilo.com](http://www.ydilo.com)

### **About Nexidia**

Nexidia is the audio and video search company with patented technologies and breakthrough applications that enable customers to quickly gain new insight, build



competitive advantage and realise the amazing possibilities now discoverable in audio and video content from contact centres, media outlets, government intelligence and legal discovery. For more information, please visit <http://www.nexidia.com>.

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