

Analyst Perspectives

Verint Acquisition of Witness Systems

:: Saddletree Research

“ Saddletree views Verint’s acquisition of Witness Systems as a move that will serve to strengthen the industry and solidify the workforce optimization movement. More specifically, in the contact center performance management market, the offerings from both organizations clearly complement each other and provide a comprehensive approach that is unique to the industry. The combined power of the two companies – balancing Witness Systems’ authority in workforce optimization and Verint’s expertise in actionable intelligence – will be one to watch in the upcoming year.”

:: Yankee Group

“ The addition of Witness Systems to the Verint family will add many complementary offerings to the company’s portfolio positioning Verint well across a multitude of contact center/enterprise optimization performance offerings. Leveraging the capabilities of both organizations, Verint will have the ability to further mold its extensive set of business optimization applications into a unified suite of integrated applications and become a leading force in delivering the Smart Enterprise.”

:: DMG Consulting

“ With this bold move, Verint has communicated very clearly about its ability to execute in this market.”

:: Datamonitor

“ The customer centric enterprise is highlighted by Datamonitor as one of the core trends in improving customer service. The combination of Verint and Witness Systems should help address many aspects of building greater customer centricity through recording and monitoring, quality analysis, speech analytics, workforce management, eLearning and customer feedback management tools. Datamonitor believes that improving customer service means optimizing not only the contact center, but also the back office, branches and stores; Verint and Witness combined look well placed to cater for this broader optimization trend.”

:: The PELORUS Group

“ The combination of Verint Systems and Witness Systems will create the largest enterprise in the world focused on workforce optimization solutions. Customers will be particularly excited about the integration of Witness’ customer feedback tool with advanced analytics from Verint. This gives call centers unprecedented power to understand in real-time how well they are delighting callers and the ability to quickly find out why and why not.”