



Futureproof your customer service and sales
with next generation cloud solutions

WHEN: Thursday 23rd June, 2022

TIME: 13.30pm

WHERE: Finnabair Business Park, Dundalk, Co. Louth





ITINERARY

Thursday June 23rd

13.30	Arrival at SalesSense Customer Engagement Centre/Light Buffet Refreshments
14.00	Official Welcome & Addresses Gerard Teahon - CEO, SalesSense Stephen Mackarel - Managing Director, Workair
14.25	Facility Tour of the Customer Engagement Centre
15.10	Russell Tilsed-Rethinking CX and EX in a Teams-first world
15.40	8 x 8 in action - a live demonstration
16.10	Simon Brown - Omni channel cloud customer engagement
16.40	Questions and Answers
17.00	Finish

MEET THE SPEAKERS



Gerard Teahon

CEO, SalesSense

Gerard founded SalesSense in 2006 and is Chief Executive Officer. A leader with a strong belief in people development, he has cultivated a strong culture in SalesSense with people at the heart of its success. Having held senior Field Sales and Contact Centre roles in the telecoms and outsourcing through his time with eir, CPM and Smart Telecom, he has worked and delivered across all Consumer, B2B and Enterprise Channels with consistent success. He has led SalesSense from a small field sales operation to an omni-channel business delivering sales and service through Customer Engagement Centre and field operations. The business now operates successfully within telecoms, energy, media, and technology industries internationally. SalesSense has been a Deloitte Best Managed Gold Partner since 2019.



Stephen Mackarel

MD, WorkAir

Stephen has over 30 years' experience in Business, in Ireland and internationally. He worked with Eircell and in 1996 brought Carphone Warehouse to Ireland and as CEO expanded the company to Israel, the Czech Republic and Poland.



Russell Tilsed

VP EMEA Sales, 8x8

With over 20 years of industry experience, Russell leads the 8x8 team of cloud communications experts. Since joining 8x8 in 2010, Russell has partnered with IT leaders in the NHS, local and central government organisations as well as in private organisations to design and deploy cloud communication solutions that underpin their ability to digitally evolve and ensure reliable service delivery.



Simon Brown

COO, SalesSense

Simon joined SalesSense in 2012 as Chief Operating Officer. A leading authority on contact centre operations in Ireland, he has led teams at Hertz, eircom and Vodafone and has significant outsourcing experience with Capita (its first Service Manager in Ireland), CPM (strategic planning initiative and personal diversification) and Firstsource (General Manager) before joining SalesSense to help build new channels and deliver on a strategy to create and set up our pioneering Customer Engagement Centre. As COO Simon leads teams across IT, HR, Recruitment and Learning & Development.

ABOUT SALESENSE

SalesSense is a Partner company. We build managed services for our Clients through a range of Sales & Services products and solutions.

Founded in 2006 SalesSense operates in Energy, Medical Technology, Telecoms, Financial Services, Media and Retail. We combine people, processes, and technologies to deliver Field-based and Customer Engagement Centre based contracts, focusing on new customer acquisition and existing customer retention.

SalesSense offers both advisory and business processing services as a Partner to overseas organisations seeking a foothold in Ireland and Europe.

Products and Services

SalesSense designs, sells, transitions, operates, and enriches a range of Managed Services including technology, software, fulfilment, distribution, recruitment, training, fleet management, and strategic and tactical advisory. Our philosophy is to enrich every contract over its lifetime through continuously monitoring, challenging, and improving the delivery model.

All data is secured in a multi-cloud environment and through our Quality Management Systems, audited to ISO9001:2015 standards, we take care of the end to end business process. We use Agile development and Lean methodology to deliver these processes efficiently and consistently.

Our Governance Model ensures that Clients are kept informed of all key performance metrics, and a cloud-first approach ensures business continuity is maintained.

ABOUT WORKAIR

Independent communications experts who make the complex simple with Unified Communications and Contact Centre solutions.

ABOUT 8X8

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of 8x8 XCaaS™ (eXperience Communications as a Service™), an integrated contact center, voice communications, video, chat and API solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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