



YouCon Connects Companies

The core areas of IT service provider YouCon are the development of individual software, Voice over IP technology and customer services. The YouCon team has been working on behalf of leading customers since 2006. At YouCon, innovation is a high priority. This is proven by the firm's numerous awards such as the Constantinus Award and nominations for the Austrian National Innovation Award.

YouCon's diverse software portfolio includes Myrmex, an ITIL-compliant ticketing system, the YouCon Cube, a solution for voice-data integration, and YouCon Workforce Management for all HR planning tasks. The term "Unified Integrations" represents YouCon's vision of pure integration covering all contact channels. This is achieved by a wide range of interfaces for communication and CRM/ERP solutions of market-leading vendors – including SAP, Salesforce and SugarCRM.

YouCon is a longstanding SAP partner and has been an official specialist supplier for SAP Contact Center since 2011. At its locations in Vienna and Košice, the YouCon team supports customers such as Osram, B/S/H, Mitsubishi Electric, the Ludwig Boltzmann Institute, the Austrian Social Security, and many more.

For further information, please visit www.youcon.com

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