

## **IP Telephony specialist Swyx Solutions expands UK operation with appointment of New UK Technical Support Manager**

**Coventry, UK, 5th January 2005** - Swyx a specialist vendor of IP Telephony systems has appointed Ian Rowan as UK Technical Support Manager to oversee Swyx's technical aspects in the UK.

Ian's principle role will be to provide day-to-day technical assistance to Swyx's UK distributors and resellers and provide a direct interface back to Swyx's development team in Germany.

Ian has over 12 years experience in support roles with major technology companies including DeTeWe. He has held senior technical positions handling both traditional and VoIP telephony, so has a comprehensive knowledge base to address the needs of Swyx's channel partners.

Ian commented, "I have been very impressed by Swyx's technology and its rapid penetration into the UK market. Having the opportunity to be part of this growth is a fantastic move for me, and I'm delighted to be joining Swyx in this crucial role. It will be exciting to see the way the market moves towards server and Voip based technology".

In addition to his post sales support role, Ian will be setting up a UK based Swyx training programme based at Swyx's offices in Coventry and providing resellers with pre-sales support for major client projects.

Ian brings a wealth of experience, energy and commitment to the Swyx UK operation and due to his previous Swyx support experience is already "up to speed" on the technology and the product's capabilities.

Outside of work, Ian is a keen golfer, enjoys socialising and lives locally to Swyx's headquarters in Coventry.

For further information please visit [www.swyx.com](http://www.swyx.com)

or email: [catherine.mckenna@swyx.com](mailto:catherine.mckenna@swyx.com)

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#### **Editor's notes:**

#### **About Swyx**

Swyx was founded in April 1999 to develop and sell an IP-based telephony solution. Launched in summer 2000, "SwyxWare" the software-based IP-PBX now supports Microsoft® Windows® Server 2003. From a standing start SwyxWare has been installed in over 4000 sites ranging from 5 to 550 extensions in Europe to provide cost-effective competitive advantage through more powerful, easier to use and cost-effective telephony solutions. SwyxWare has undergone testing by several independent groups and journalists with excellent results. Larger companies turning to the benefits of converging voice and data solutions have recognised that the future of telephony lies within the convergence of networks and applications, all of which are already available with SwyxWare. Today, more than 400 trained and authorised resellers in Europe sell SwyxWare. These resellers consult and sell SwyxWare to SMEs with up to 500 or more employees.

**Press contact** : Jane Moores, TTA Communications Ltd,  
Tel : 01454 318722 Fax : 01454 318733 email : [jmoores@ttauk.com](mailto:jmoores@ttauk.com)

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