

Industry Veteran Terence Fogarty Joins Carousel to Expand Contact Center Practice

Written by Australian Business

EXETER, RI, December 08, 2013 **/24-7PressRelease/** -- Carousel Industries, a leader in managed services, contact center, mobility, unified communications, data and visual communications, announced it has hired Terence Fogarty as Contact Center Solution Consultant - Strategic Accounts. An industry veteran with twenty years of experience in Contact Center applications, Fogarty will be focused on helping our largest customers improve their customer service delivery processes and performance. This includes development of customer service delivery strategies and execution, business discovery/solution development, return on investment analysis, and evolution plans.

Fogarty joins Carousel from Avaya where, as a senior Customer Experience Solutions Consultant, he focused on helping Avaya's largest key Contact Center clients develop and implement forward thinking Customer Service strategies and solutions.

"We are excited to have Terence join the Carousel team and look forward to our continued growth in the Contact Center space," said Dan Whalen, vice president of engineering, Carousel Industries. "Terence's experience with helping clients forge solid, customer experience strategies that fit their unique business model is simply a huge win for us and our customers. Terence is well versed in how enabling solutions like Social Media, Multichannel, Analytics, Mobility, Cloud and Self-Service can all propel higher service levels, customer loyalty and revenues while protecting and enhancing your brand."

Prior to Carousel Industries, Fogarty held increasingly senior Contact Center Consulting roles at Avaya, Lucent Technologies, and also was on the Contact Center staff at EDS.

"Carousel is an industry leader with expertise and market recognition in the contact center, converged communications and collaboration space. I am very excited to be joining the company at this time of rapid evolution in the contact center arena." Fogarty said, "Carousel strengths in Unified Communications, Video, and Data are just a natural fit as multiple channels start to integrate seamlessly into the customer service experience."

About Carousel:

Carousel Industries consults, integrates, and manages technology solutions that solve business problems and contribute to your organizations' growth. This includes unified communications, managed services, virtualization, Voice over IP (VoIP), video conferencing and collaboration and data infrastructure solutions.

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Today we have over 6,000 customers, including 35 of the Fortune 100. Carousel has been recognized by both VAR and CRN Magazines as one of the top technology integrators in the US and we've been listed in the Inc. 500/5000 seven times. Carousel is headquartered in Exeter, RI, with over 1,000 employees working from offices in 30 locations across the US, including over 250 service technicians deployed across the country. For more information visit: <http://www.carouselindustries.com>.