



2025 Annual Review

Delivering Innovation to Partners

Connecting Businesses, Empowering Partners

A Year of Innovation, Growth & Global Achievement

2025 has been a landmark year for Evolve IP, defined by major deployments, expanded global reach, strengthened partnerships, and impressive growth across our key verticals.

Together with our partners, we've delivered market-leading solutions, launched new capabilities, and continued to shape the future of unified communications and customer experience worldwide.

Thank you for your continued trust and collaboration. We look forward to driving even greater collective success in 2026.

Highlights such as:



New Global Deployments



Stronger Partner Relationships



New Technology Vendors



AI Integrations



Updated Brand



Accelerating Product & Technology Innovation



2025 has been a transformative year for Evolve IP's product and technology strategy.

In just a few months, we have onboarded new technologies, expanded partner capabilities, and strengthened our ecosystem to create more opportunities than ever for our reselling partners.

One of the year's most significant milestones was onboarding Talkdesk in April 2025.

What followed has been nothing short of unprecedented in our industry.

From a standing start, we have already generated over 50 deal registrations and successfully deployed multiple customers across key verticals. This rapid adoption reflects both the strength of our partnership and the agility that differentiates Evolve IP in the market.

Our partners now benefit from one of the most advanced ecosystems of solution partners, enabling them to compete and win with Evolve IP by offering modern, AI-driven, omnichannel customer experience solutions.

We also began our journey toward Operator Connect, a strategic next step that will give our partners even more choice, flexibility, and competitive advantage.

By white-labelling our status for resellers, we will support them in strengthening their own brand while accelerating their ability to win new business.

Talkdesk Deal Reg Performance (FY26 YTD)

- 47 Deal Registrations
- 3 consecutive quarters of DR growth
- 20 DRs quarterly target
- 16 rolling 3-month average

Financial Momentum

- £631k rolling quarterly average
- £500k quarterly target
- £1.9m FY26 YTD total

Key Deployments & Achievements



- Delivered two major Talkdesk deployments across Healthcare & Education
- Full omnichannel + Agentic AI chatbot
- 70 UC seats (Teams + Dialtone) — first new business in 3 years



- Added Binks to Evolve IP platform
- Teams DR for 100+ users across three non-UK countries
- Redburn Atlantic deployment components:
 - Voice2Teams
 - FCA compliant Dubber recording
 - SIP links into trading turret + US-based Avaya IPO
 - Local numbers for DE and FR users
- JD Sports international deployment



Key Deployments & Achievements



Leading Hoteliers

- Deployments expanding across North America, Canada and now into Europe - trusted by leading brands.



Major Joint Milestone

- Complex, first-of-its-kind deployment
- Integration: Webex, CCP, Akixi, Dubber, Secure Call, AI Studio
- 200 users onboarded
- Significantly more advanced than a typical first project

Partner & Customer Feedback



Paul Berlemon, Head of Technology, Nirvana Spa

"I have been very impressed in everyone's drive and determination to get us up to this point and over the line. In the space of only a few weeks, we have been able to plan, prepare and deploy a full telephone system! This is a remarkable achievement, and it's all thanks to your dedication, collaboration, and hard work."



Les Best, Technology Manager, IT Naturally

"The deployment was one of the most successful I have been involved in, so I appreciate all the help so far from the Evolve IP team"



Kane Hardy, General Manager, Green IP

"The support from Evolve IP's Partner Programme was instrumental in helping us maximise our presence at the Keyloop Fusion event. It gave us the perfect platform to introduce Green IP as a focused, forward-thinking provider in the automotive space, a sector where we're committed to standing out and making a real impact. It's a partnership that continues to add real value to our growth"



Charlie McCormick, Account Manager, HJS Technology

"We love how the account management side of things works at Evolve IP, we've always got someone at the end of the phone, the great support team, so if we ever got any problems we can phone them up and it gets fixed"

Metrics That Matter



Global Reach

59 Countries
(up from 56)

New Strategic Resellers

USA: 1
UK: 7
Netherlands: 6



Customer Metrics

Average seats per customer:

68

10%
YoY growth

NPS Survey Rating

8.33

59
countries served



Growth by Vertical

Retail: **18%**

Hospitality: **31%**

Education: **15%**

Automotive: **21%**

Financial: **28%**



Product & Platform

8
new products

100s
of updates

1
company rebrand

5
webinars held



Operational Metrics

Incidents resolved:

5,123

Requests resolved:

3,408

Porting closed:

5,326



Looking Ahead to **2026**

Following a year of significant delivery, innovation, and international expansion, our sights are firmly set on the opportunities ahead.

With increasing demand across key verticals and strong partner alignment, Evolve IP is entering the next year with confidence and momentum.

Let's continue to grow, innovate and succeed, together.

Contact your Evolve IP representative to discuss opportunities for the year ahead.

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