

PRESS RELEASE

Telephonetics VIP wins contact centre tender with East Dunbartonshire Council

East Dunbartonshire Council has purchased the revolutionary ContactCentre 59R through the Lagan procurement process.

11th January 2010, Hemel Hempstead, UK - This recent win puts [Telephonetics VIP](#), speech automation and data integration specialists, as a firm choice among councils in Scotland giving precedence to the dedicated work and commitment made in the Scottish region.

East Dunbartonshire Council was looking for a replacement to their existing contact centre infrastructure, the integration capability between Lagan and [Telephonetics VIP](#) provides a seamless solution that gives Public Sector organisations much more than just a traditional contact centre solution. ContactCentre 59R is scalable giving the Council the freedom to grow and extend contact centre services in a cost effective manner. In regions where it may not always be possible to get to the council office, agents are able to work flexibly irrespective of location, yet still allowing management to remain in control with monitoring and comprehensive reporting.

Mark Holmes, Director of Sales at [Telephonetics VIP](#) commented: "We are delighted that East Dunbartonshire Council has chosen ContactCentre 59R believing it to be the best-in-class solution for their current and future contact centre requirements. We pride ourselves on putting our customers first, by listening to our customers' evolving needs and working with influential bodies such as the Scottish Improvement Service, we are able to deliver solutions that meet real public sector requirements. This is one of two recent wins in the area and really corroborates our position in Scotland, now consisting of over 40 Public and Health Sector bodies in the Scottish region".

– ENDS –

About [Telephonetics VIP](#)

[Telephonetics VIP](#), which is part of Telephonetics plc, is a leading provider of speech recognition and voice automation solutions.

Offering diverse automation solutions and deployed across 20,000 telephony channels, [Telephonetics VIP](#) uniquely processes over 35 million minutes of speech recognition per annum, via its carrier-class resilient platform in both hosted and customer premises solutions.

Drawing on over 15 years of understanding how people interact over the telephone, [Telephonetics VIP](#) offers a range of customer-focused solutions, covering even the most demanding environments, and delivering real business benefits to all its customers.

With innovative solutions for speech self-service, mobility, outbound messaging, emergency notification and business continuity [Telephonetics VIP](#) has built a large customer base. This includes 80% of the major UK multiplex cinemas, over 60% of the NHS acute health trusts, more than 50 local councils and emergency service operations, along with significant financial and legal company representation.

TELEPHONETICS PLC

Telephonetics plc (TPH.L) is a UK-based speech recognition solutions company. The Group was listed on the London Stock Exchange's AIM market in July 2005.

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About East Dunbartonshire Council

www.eastdunbarton.gov.uk

About [Lagan](#)

www.lagan.com

Founded in 1994 as a private company, Lagan is based in Belfast, Northern Ireland, with offices in Newbury, UK; Washington, DC; and Chicago, IL. Lagan is also a fully-accredited ISO9001 company, an OGC-approved supplier under the UK Government's Catalist Specialist Solutions framework and a UK Government Gateway Alliance Programme Approved Partner. Lagan specialises in providing software solutions to governments worldwide and currently has over 180 public sector customers. Over 40 million citizens around the world are supported by Lagan solutions.

[About the Scottish Improvement Service](#)

<http://www.improvementservice.org.uk/>

The Improvement Service was set up in 2005 help improve the efficiency, quality and accountability of local public services in Scotland by providing advice, consultancy and programme support to councils and their partners.

Our purpose is to help councils and their partners to improve the health, quality of life and opportunities of all people in Scotland through community leadership, strong local governance and the delivery of high quality, efficient local services.