

PRESS RELEASE

Telephonetics VIP wins contact centre tender with award-winning Rushcliffe Borough Council

Rushcliffe Borough Council awards tender to Telephonetics VIP for the revolutionary ContactCentre 59R that combines automation with live operators in one seamless application.

16th March 2010, Hemel Hempstead, UK - [Telephonetics VIP](#), the speech automation and data integration specialist, today announces the signing of a 5 year contract with Rushcliffe Borough Council for the supply of its ContactCentre 59R ACD solution; a powerful, intelligent, customer focused call handling solution that effectively routes customer calls, promoting customer first.

The award-winning Council prioritises customer service very highly and is impressed with [Telephonetics VIP](#)'s evidence of delivering quality solutions on time whilst providing real value for money. Forward thinking Rushcliffe Borough Council, with its ambitious plans for the future, is keen to form a relationship that could grow with their requirements.

Mark Holmes, Director of Sales at [Telephonetics VIP](#) commented: "We are delighted to be partnering with Rushcliffe Borough Council for the next 5 years. As an award-winning Council in the customer service area, they sought a 'best-in-class' solution for their current and future requirements. ContactCentre 59R's flexibility and scalability means Rushcliffe Borough Council has the freedom to grow and extend their contact centre services without additional per seat licence fees."

– 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 16 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 leading provider of speech automation and data integration solutions. The Group was listed on the London Stock Exchange's AIM market in July 2005.

About [Rushcliffe Borough Council](#)

<http://www.rushcliffe.gov.uk>

Rushcliffe lies immediately south of the City of Nottingham and the River Trent and extends across towards Newark in the North East and Loughborough in the South West. Although parts of the Borough lie close to Nottingham, Rushcliffe has a strong identity of its own. The main centre of population is West Bridgford, where around 36,000 of the Borough's 100,000 plus population live. The remainder of the district is largely rural, with the centres of population split between small towns and villages.

A leader in Customer Service, The Council has won a prestigious award at the national Customer Contact Association (CCA) awards, which honour all that's best in customer service and satisfaction in both the private and public sectors. The Customer Service Centre won in the category of 'Best Customer Experience in Sector: Local Government'.

For further information please contact:

[Telephonetics VIP](#)

Chris Binding, Marketing Communications Executive – Public Sector +44 (0)1442 242 242

chris.binding@telephoneticsvip.co.uk