

## PRESS RELEASE

### **Telephonetics VIP wins contact centre deal with South Ayrshire Council**

***South Ayrshire Council has purchased the revolutionary ContactCentre 59R that combines automation with live operators in one seamless application.***

15<sup>th</sup> February 2010, Hemel Hempstead, UK - [Telephonetics VIP](#), the speech automation and data integration specialist, today announces the signing of a contract with South Ayrshire 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.

South Ayrshire Council's main criteria for purchasing ContactCentre 59R were that it integrated with Lagan's Enterprise Case Management (ECM) system - [Telephonetics VIP](#) has achieved Lagan Silver Partner Solution status with its successful integration with Lagan's ECM. The project has to work to a tight timescale and Telephonetics VIP's evidence of delivering on time and in budget meets this project's needs. In addition, South Ayrshire Council wanted a solution that would develop with their business; ContactCentre 59R's flexibility and scalability means South Ayrshire Council has the freedom to grow and extend their contact centre services without additional per seat licence fees.

Mark Holmes, Director of Sales at [Telephonetics VIP](#) commented: "We are delighted that South Ayrshire Council has chosen ContactCentre 59R believing it to be the best solution for their current and future requirements. Understanding, researching and then delivering 'best-in-class' solutions developed by our in-house team to meet our customers' evolving needs is very important to us."

– 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 speech recognition solutions company. The Group was listed on the London Stock Exchange's AIM market in July 2005.

## About [South Ayrshire Council](#)

[www.south-ayrshire.gov.uk](http://www.south-ayrshire.gov.uk)

South Ayrshire is home to a population of 112,097 ([2001 census](#)) and is set in the south west of Scotland. The council headquarters, located at the County Buildings in Wellington Square, Ayr, were built in 1931 and opened by King George VI. The area includes the towns of Ayr, Prestwick, Troon, Maybole and Girvan. A large rural area of 422 square miles extends from Troon and Symington in the north to Ballantrae and Loch Ryan in the south.

## About [Lagan](#)

[www.lagan.com](http://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.

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