

PRESS RELEASE

Northumbria University achieves 1st Class Honours with Telephone Payments Solution from Telephonetics VIP and Partner NEC Philips

-University sees 35% increase in automated payments and a return on investment within six months-

2nd March, 2010, Hemel Hempstead, U.K. – [Telephonetics VIP](#), the speech automation specialist and Partner [NEC Philips Unified Solutions](#), a provider of secure enterprise IT and communications solutions, won a tender and installed the system at Northumbria University for an automated telephone payments solution. The contract consists of the [Telephonetics VIP](#) Automated Agent solution with Payments skill. This new system will enable the University's Credit Control Department to automate a variety of routine, repetitive tasks and as a result provide a better service to students and parents. The University has seen a 35% increase in automated payments since the system was installed, and a return on investment was achieved within six months.

[NEC Philips](#) has been a dedicated [Telephonetics VIP](#) reseller and Partner for over three years and together they have worked on many joint projects. Their combined understanding and strong relationship perfectly places them to deliver solutions, on time, in budget and to the specifications of the customer.

For all universities, the build-up to student enrolment is always a frantically busy period, and at Northumbria it is no exception. The strain placed on their Credit Control department is inevitable, with parents and students needing to pay a variety of fees, such as tuition, accommodation, parking permits and sports centre membership.

In addition to the payment options already provided for students – online, in person, and by phone – the University felt that if an automated telephone payment system was introduced, time would be saved and productivity would increase. Consequently, companies were invited to tender for such a system.

The [Telephonetics VIP](#) Payments solution selected by Northumbria University has one single dedicated phone number and can handle a 'warm agent transfer' – meaning that if a member of staff received a call requesting to make payments, they simply transfer it to the dedicated payments line. The solution is quick, simple to use, and most crucially, completely reliable and secure. Northumbria University has a longstanding relationship with NEC Philips, and this implementation has further proven the trust and understanding between the two organisations.

Carol Bonner, Credit Control Manager at Northumbria University comments, “The [Telephonetics VIP](#) Payments solution has exceeded our expectations, increasing automated Payments by 35% in the first few months. The University has always been at forefront of new technology to help improve services for studying students and their families. Our new telephone Payments solution is an invaluable tool that my staff now feel they could not live without! We anticipate the volume of calls and payments made via this system will increase further as the new term arrives, due to heavily promoting the system throughout the year.”

Carol adds, “The new solution has ultimately alleviated Northumbria University’s Credit Control Department of the mass of payment phone calls during peak times and beyond. It also provides a secure payments line, helping the University in achieving PCI compliance and reduces the backlog of paperwork that goes with each face-to-face payment transaction. For students and parents it helps them make their desired payments from any location, at any time, quickly and securely without the need to queue.”

Mark Holmes, Director of Sales for [Telephonetics VIP](#), comments “We are delighted that our Payments solution has exceeded Northumbria University’s expectations. The installation and project management of this project with our channel Partner [NEC Philips](#) went extremely well. This is a great testament that our partnership with NEC Philips is strong and works extremely well to meet our customers’ needs.”

- ENDS -

Notes to editor:

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 NEC Philips Unified Solutions (www.nec-unified.co.uk)

NEC Philips Unified Solutions (NEC Philips) is a provider of secure enterprise IT and communications solutions, specialising in the deployment of unified communication solutions which combine the best in voice, data, mobile, video and IT communications. NEC Philips engages directly with medium and large enterprises, in both the public and private sectors, providing them with customised productivity solutions integrated tightly into business processes.

NEC Philips designs solutions that combine a range of leading technologies from both the NEC stable and other credible and recognized industry vendors. These solutions consist of infrastructure and application components, wrapped with value added services to deliver a range of IT and communication solutions aimed at transforming enterprise collaboration.

Designed to reduce costs and environmental effects, the infrastructure components combine best-of-breed market technologies in a secure and reliable environment to underpin enterprise IT and communications activities. Infrastructure components incorporate software, IT, voice and data elements, including virtualization, security, identity management, converged networks, storage and wireless solutions.

The application components offer a range of business and end-user solutions focused on improving productivity and efficiency through enhanced collaboration. They incorporate routing applications, mobility, conferencing, presence management, messaging and other user-centric solutions using Microsoft and other technologies.

Maximising potential is the focus of the NEC Philips value added services, which include scoping, assessment, solution design, optimisation, configuration, integration, hosting and managed services. The company has a long and proven track record in the provision of enterprise solutions, systems integration, design services and ongoing support services to a network of enterprise customers across the UK.

About Northumbria University

www.northumbria.ac.uk

For further information please contact:

Telephonetics VIP (www.telephoneticsvip.co.uk)

Melissa Bendon, Marketing Communications Manager
+44 (0)1442 242 242
melissa.bendon@telephoneticsvip.co.uk

NEC Philips Unified Solutions

Clare Granville / Kieran Kent
The *itpr* Partnership
Tel: +44 (0)1932 578800
Fax: +44 (0)1932 578801
Email: clareg@itpr.co.uk

Ian Guest
NEC Philips Unified Solutions
Tel: +44 (0)1223 468241
Fax: +44 (0)1223 468333
Email: ian.guest@nec-philips.co.uk