

Speech enabling your future

Telephonetics vip
*making sound
business sense*

About Telephonetics VIP

Telephonetics VIP is a leading provider of hosted and customer premises speech recognition and voice automation solutions. Our broad range of solutions deliver all the potential that speech has to offer, from voice diallers that automate the operator function and deliver hands-free mobility, to MovieLine[®], our cinema information and booking system.

With proven speech recognition and voice automation solutions, Telephonetics VIP has been *making sound business sense* for over 13 years with both public sector and corporate clients including Global 1,000 customers.

We have consistently demonstrated our ability to deploy market tailored solutions into very demanding environments, delivering real business benefit to our customers.

Telephonetics VIP has a global network of customers including 80% of the major UK multiplex cinemas and 50% of the NHS Acute Health Trusts.

Telephonetics VIP Ltd is a wholly owned subsidiary of Telephonetics plc, which is listed on the London Stock Exchange's AIM market (LSE: TPH.L).

TELEPHONETICS VIP - MAKING SOUND BUSINESS SENSE

As a leading provider of innovative speech recognition and voice automation solutions for self-service, call steering, mobility, outbound messaging and business continuity. Telephonetics VIP solutions address both internal and external communication requirements. We understand the challenges faced by our customers and apply our unique combination of technology and expertise to provide

solutions that overcome these issues while ultimately enhancing customer service delivery and reducing operating costs.

SEMAP+

Telephonetics VIP provide highly scalable and resilient distributed solutions through both CPE and hosted offerings.

Our solutions are based on our flexible SEMAP+ (Speech Enabled Multiple Application Platform) that allows hosting of multiple speech solutions concurrently on the same platform.

Using VoiceXML we are able to both enhance existing applications as well as extend the power of the SEMAP+ platform to a host of new requirements, thereby protecting our customers' existing investment and further enhancing the value of our solutions.



Our solution portfolio includes the following modules:

CONTACTPORTAL[®]

Balance your communications with an advanced call management solution ContactPortal[®]. Using revolutionary speech recognition technology, the solution enables callers to simply say the name of the person, department or service they require and quickly and efficiently connects them to their desired location.

BUSINESS CONTINUITY

The Business Continuity Solution fulfils your telephony needs in business continuity planning. In the event of an evacuation or disaster the solution can be invoked remotely to ensure all DDI, Switchboard and Employee-to-Employee calls are handled effectively.

The solution enables staff to continue working and stay in touch with each other and clients while minimising disruption and loss of business to your organisation.

When the Business Continuity Solution is used in conjunction with ContactPortal[®], organisations are provided with a powerful tool to ensure the smooth running of your internal and external communications, when you need it most.



Telephonetics VIP is a leading provider of hosted and customer premises speech recognition and voice automation solutions. From voice diallers that automate the operator function and deliver hands-free mobility, to MovieLINE[®], our cinema information and booking system, we have consistently demonstrated our ability to deploy market tailored speech solutions into very demanding environments,

delivering real business benefits to our customers. Our solutions for self-service, call steering, mobility, outbound messaging and business continuity deliver all the potential that speech has to offer.

Telephonetics VIP – making sound business sense for over 13 years for public sector and corporate clients including Global 1,000 customers.

For further information,
contact us today on
+44(0)1442 242 242
and say “sales”

► MESSAGING

A comprehensive intelligent messaging service for when the user is unavailable. Our integrated messaging solution encompasses Voice, Email Integration, SMS and Fax (optional). Used in conjunction with ContactPortal[®], mobile staff are provided with the ultimate in messaging and mobility.

MOBILITY

A solution that enables an organisation's staff to remain in contact with customers, suppliers and employees regardless of their working location. Callers only need ring a single number. Used in conjunction with ContactPortal[®] and Messaging, staff are provided with the ultimate in messaging and mobility.

SELF-SERVICE

Solutions that automate everyday communications. By automating telephone transactions our self-service applications help organisations improve productivity, decrease operating costs and expand their availability to customers, leading to improved customer satisfaction.

RESULTS SERVICE

An anonymous and confidential automated results service that allows recipients to ring a specific number and obtain results of recent tests, making the service available all day every day from anywhere.

REMINDER SERVICE

An automated reminder solution that utilises Voice and SMS technologies to notify contacts of impending appointments, gather appointment cancellations and rebook newly available appointments.

INFORMATION AND BOOKING

Automated information and booking solutions designed to enhance the customer experience whilst reducing operating costs and maximizing possible customer bookings for items such as tickets or other similar venue bookings.

CONTACT CENTRE

An integrated call handling solution that optimises calls to and from your clients, whilst also providing management information at the click of a button.

EMERGENCY NOTIFICATION

An intelligent automated outbound notification and response monitoring system, which has applications in both emergency and non-emergency scenarios.

TELEPHONETICS VIP - A PREFERRED PARTNER

With proven solutions for both public and private organisations, here is just a sample of what some of our clients say about us:

“ We have been particularly impressed with the solution's response, reliability, accuracy and quickness. The technology has delivered the required reduction in cost while simultaneously exceeding expectations for enhancing customer service.”

David Picken, IT Support, H&R Johnson Tiles

“ Telephonetics VIP's specialist knowledge with speech technology ensures the system is so easy to use that all calls are answered professionally and directed to their desired location quickly and efficiently even if the calls come from one of 46 international offices such as New York, Zurich or Israel with no need to train callers on how to use the system.”

Nigel Brigden, Operations Manager, Bank Leumi

“ Telephonetics VIP provided the Council with a reliable, flexible system that enabled us to greatly enhance our customer service.”

Robert Powell, Project & Business Systems Manager, New Forest District Council

“ As a result of the implementation of the ContactPortal[®] we have been able to reduce the number of telephone operators we employ by 43%. This provides an annual saving of £164k, but of course, excludes the additional benefits that the implementation of speech recognition has brought to the network.”

Derek Hodgson, Head of Telecommunications, ThamesNet

