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REDSTONE SHOWCASES SOLUTIONS TO PROVIDE INTELLIGENT 'STEP CHANGE' IN SERVICES AND PERFORMANCE OF CONTACT CENTRES

29th September 2006 – Visitors to Call Centre Expo 2006, Europe's number one event for customer contact solutions held at the NEC Birmingham, will be able to talk to Redstone plc, a leading national provider of communications and IT solutions, at its stand B10 from the 3rd - 4th October. Redstone will be sharing the stand with key partners VoiceVault and numéro. Also at the stand will be leading provider of customer management services and Redstone customer, TSC

Redstone will be demonstrating how it is driving a step change through the use of intelligent data and call handling, intelligent voice handling solutions and an array of blended telecom services. All of which are helping customers to work more efficiently and securely, ensuring a better end-user experience.

Specifically, Craig McCalley, Redstone Converged Solutions' sales director will be available to discuss how:

- Redstone can reduce complexities in ICT environments while improving agent productivity
- Deliver real productivity gains through intelligent call routing
- Handle growing volumes of non-voice customer interactions, and how this will significantly reduce costs.

Martin Balaam, chief executive, Redstone plc said: "Call Centre Expo is a key event for us to showcase our intelligent application of the latest voice and data technologies and our success. This year, we are focusing on how Redstone can improve agent productivity by a number of means, including intelligent call routing. Also, we will

demonstrate how working with partners, we are driving a step change in the way contact centres do business.”

One-to-one interviews can be arranged with Redstone’s sales director Craig McCalley on the Redstone stand during the exhibition or after the show. Please contact Insight on 01625 500 800 or Lena Andersson on 07909 680723

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