

Trainer's trim costs and boost performance by adopting Voice over IP telephone technology

Coventry, UK, 10th March 2005 - Zodiac Training, an award-winning training provider operating throughout the northeast and yorkshire, is saving more than £20,000 per annum in operating costs since upgrading from old PBX telephone technology to a new voice over IP telephony system.

The government funded recruitment and training solutions provider installed a new soft IP-PBX call centre system from **Swyx Solutions** when it relocated its head office to Team Valley, Gateshead in 2004. According to the company the technology has allowed it to substantially reduce the number of costly field visits by its 60-strong team of trainers, who now digitally record and archive interviews with trainees using the Sywx phone system.

The new system also allows Zodiac, who delivers a wide range of courses to schools, companies and the unemployed, to enjoy free internal calls between its five sites, by routing this voice traffic through its existing virtual private network.

Commentating on the new IP-PBX solution Data & Communications Director at Zodiac Training, John Sushames said, "Swyx offered far greater functionality than its competitors and was realistically priced, in terms of cost and maintenance. The key driver in our selection was Swyx's call recording application which unlike other vendors was included as a standard

feature at no additional cost. We are not only saving money because trainers no longer need to travel large distances, but it is also helping to significantly raise staff morale, because they can improve the use of their overall time."

The new Swyx system supports 100 users including a newly established customer services team and extended telephone support for Zodiac's mobile and remote training force. Training assessment interviews that were once conducted face-to-face with 'Learners' are now recorded by phone and saved as a WAV file on CD. The interviews are scored and held on file as part of the student's final grade and qualification.

Zodiac's Learner Database and web-based CRM application have been seamlessly integrated with Swyx enabling 'one click' on-screen dialling, and incoming caller identity to improve the company's customer delivery process.

Since IP telephony is software based and 'portable', Zodiac is now free to open more training sites or move premises without the inconvenience of stripping out cabling or hardware.

-ends-

Editor's notes:

About Swyx:

Swyx was founded in April 1999 to develop and sell an IP-based telephony solution. Launched in summer 2000, "SwyxWare" the software-based IP-PBX now supports Microsoft® Windows® Server 2003. From a standing start SwyxWare has been installed in over 4000 sites ranging from 5 to 550 extensions in Europe to provide cost-effective competitive advantage through more powerful, easier to use and cost-effective telephony solutions.

SwyxWare has undergone testing by several independent groups and journalists with excellent results. Larger companies turning to the benefits of converging voice and data solutions have recognised that the future of telephony lies within the convergence of networks and applications, all of which are already available with SwyxWare. Today, more than 400 trained and authorised resellers in Europe sell SwyxWare. These resellers consult and sell SwyxWare to SMEs with up to 500 or more employees.

About Zodiac Training:

Zodiac Training Limited was established in 1996 as a training agency and operates throughout the northeast and Yorkshire. In partnership with Norwich Union, Zodiac Training was the UK's first training provider to deliver an e-nvq and working with BP also achieved delivery of the first Strategic Management NVQ Level 5 in the country. The company employs 100 staff from its Gateshead head office and operates training centres in Sunderland, Leeds, Seaham and Middlesbrough. To date Zodiac has helped more than 6000 people achieve qualifications in over 1000 organisations. Its services are delivered within the workplace, at home or in one of its training centres.

Press contact : Jane Moores, TTA Communications Ltd,
Tel : 01454 318722 Fax : 01454 318733 email : jmoores@ttauk.com

###