

Newbury firm announces multi-million pound contract

A Newbury-based communications company is to supply and maintain an IP telephony system which will benefit clients across the nation.



Business voice and data company Azzurri Communications, which has its headquarters in Newbury, Berkshire, has announced a multi-million pound contract with MM Teleperformance, one of the UK's largest contact centre outsourcers.

The contract involves the supply and maintenance of an Avaya IP telephony system which will be implemented in contact centre sites across the UK and will benefit clients such as the Identity & Passport Service, NHS Careers and Sainsbury's.

The system, which should be finalised later this year, will provide a single, consistent telephony platform across all contact centre sites, improving quality and service delivery.

Martin St Quinton, chief executive officer at Azzurri Communications, said that the contact centre industry has suffered from recent bad press as a result of bad customer experiences.

"With sophisticated new technology, MM Teleperformance can improve the customer experience and that is what is most important," he commented.

Mr St Quinton added: "Through Azzurri, the business will gain a better understanding of its telephony and related costs, which could lead to further financial benefits."

