

Media Release

Multinational Office Communications Delegated to PipeVines

Sydney – 24 April 2008 – PipeVines’ Contact Centre on Demand has been selected to deliver seamless communications across international office locations for Delegait. Delegait is a real estate provider that bills for office space and associated staff hosting services. This is what gives rise to the need for PipeVine's communications solution.

The company provides a network of international offices so that Australian companies can convert from National to Multinational quickly, easily and without risk - and achieve the competitive advantages of doing so. Clients employ their own staff at cost; thereby achieving all the benefits of off-shoring, while retaining the control and flexibility of the familiar model of hiring their own staff.

Graham Gulliver, General Manager Delegait explains, “We are currently enjoying economic boom times with record low unemployment. It is becoming more of a challenge for organisations to source the talent they require in their company. Another result of these economic conditions is the increased costs around recruiting and retaining staff.

“By extending the search to overseas markets where employment costs are significantly lower and the talent pool is wider, companies can fulfil the personnel requirements of their organisation at a considerably lower cost.

“Key to the feasibility of such outsourcing endeavours is effective and seamless communications, and this is where PipeVines proves to be a real value add to our product offering. About 40% of the staff hired by our clients do telephone-related work and they need to link to their employer’s other offices and to their clients for reliable and full-featured inbound or outbound telephony. It’s important that client’s customers are not aware that they are dealing with an international office and PipeVines delivers that low latency, high call quality solution our clients need.

“PipeVines allows us to offer our customers an integrated communications platform where overseas workers can have access to the information and tools that they require to act as an integral part of the organisation regardless of geographic location.”

Peter Spoto, CEO PipeVines commented, “The hosted communications model proves ideal for innovative business models such as Delegait. Personnel can access the tools and information they require through a web browser regardless of physical location. This effectively allows remote workers to seamlessly integrate with any office or contact centre.

“The PipeVines Contact Centre on Demand and Business Process on Demand products support the simple integration of multiple office locations, proving ideal tools for organisations with multiple office sites, that wish to operate as a single entity. This supports innovative new business models such as Delegait’s that makes use of technology to allow organisations to recognise the potential of international markets.”

Ends.

About PipeVines

PipeVines is the customer interaction management expert, offering on-demand browser based tools organizations need to handle and measure the customer experience. Delivered entirely as a hosted service, the complete PipeVines Contact Centre solutions require no specialized hardware or software, no telecom equipment and no up-front capital expenditures, making it an ideal solution for blending in-house, offsite or multi-site agents.

Our hosted solutions deliver a complete and integrated customer interaction communications platform - which provides a robust contact centre management functionality, and real time activity reporting with analytical and workflow tools that measure the customer interaction experience. This provides you with improved efficiency and visibility on customer relations, offered on a flexible "pay as you go" basis. www.pipevines.com

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