

Neil Howard Telecoms joins forces with MultipartyTalk and Re-Tell to provide mobile call recording for BlackBerry

Blackburn, Lancashire - May 12th 2008: Neil Howard Telecoms joins forces with MultipartyTalk and Re-Tell to provide mobile call recording for BlackBerry.

Why should firms be interested in recording mobile phones? The Financial Services Authority (FSA) ruled that mobile recording is not a requirement at this stage, but is reviewing this exemption in September 2009 in line with an EU review regarding the addition of a taping requirement under the Markets in Financial Instruments Directive (MiFID).

MultipartyTalk is the all-in-one solution for mobile call recording and conference calls that saves money. It is as simple to use as a normal phone call and can be integrated with existing call recording and PBX systems. It keeps auditable records of verbal agreements strengthens legal positions and prevents credibility damage. It has the ability to instantly click and connect to groups from a mobile device saves valuable time in an emergency. MultipartyTalk makes mobile cost savings sustainable and tangible.

Howard Jones, Managing Director at Neil Howard Telecoms, said "We are very pleased with this new alliance. Customers do not see call recording as an additional feature for their telephone system anymore, customers now want to record their calls from landline or from mobile for compliance, protection, quality management purposes".

Re-Tell works to help professional businesses of all sizes, from the FTSE 100 to SMEs and people at home to improve their efficiency, effectiveness and productivity on the telephone.

Business people acknowledge that it would help them to be able to review the quality of the calls in their business. Sometimes a customer calls in to say that something that they have been promised has not happened; or staff spend their valuable time retelling a colleague about a conversation that they have had.

The "retelling" of this information in an accurate and easy way would add to the profitability of any business. Retell's aim is to try to help businesses to do this through the advice about, and the manufacturing and supply of telephone recording and monitoring equipment and other closely related equipment such as business class answering machines.

John Enoch, MultipartyTalk's CEO adds "We are delighted to work with Neil Howard Telecoms along with Re-Tell to launch this mobile application in the UK market".

Neil Howard Telecoms was established in 1985 and has over 20 years of experience in telecommunications. They work to a simple philosophy; Listen to the needs of each customer and help them to choose the best communications solution: From Voice to Landline & IP Telephony, Data and Vehicle Tracking, guaranteeing total satisfaction.

The shared vision of every one of their employees is their biggest asset.

Steve Cobley, Head of Business Development at Re-Tell, said "We are pleased to work with Neil Howard Telecoms and MultipartyTalk on this new adventure. Our approach is to absolutely delight customers with our service by always going the extra mile".



MAKING THE RIGHT CONNECTION®

Neil Howard Limited

Units 1 & 2, Lower Philips Road, Whitebirk Industrial Estate, Blackburn, Lancashire BB1 5PG

Tel: 08702 646464 Fax: 08700 606070

Web: www.neilhoward.co.uk E-mail: enquiries@neilhoward.co.uk

ABOUT NEIL HOWARD TELECOMS

Neil Howard Telecoms was established in 1985, with over 20 years experience in telecommunications.

How can we help you?



VOICE



LANDLINE & IP TELEPHONY



DATA



VEHICLE TRACKING