



Press Release

Date: 24th October 2006

Ref: SL102

Sytel Rewrite the Support Rules

Sytel Limited, a leading supplier of call center solutions, has announced that it now offers a 24 hour, 365 day technical support package for customers who require round the clock attention. In an ambitious move, which challenges more conventional routes to providing technical support, Sytel aims to offer the ultimate in customer service.

Commenting, Michael McKinlay, managing director at Sytel said: "This is a genuine 24/365 support offering. Rather than our customers defining the level of support they need, we have told them what they need. We value our customers and understand that any downtime or interruption to their business has a bottom line impact. First class support is not just winning a new customer and helping them go live effectively, it's about supporting them no matter what the issue. We are proud of the assistance we have delivered to our partners and customers over the years and are now aiming to offer even better service."

“One driver behind the 24/365 move has been the growth in the business being done by our partners selling hosted systems. Some of these are in operation around the clock and we are delighted to have taken the initiative in meeting this new challenge.”

In addition to its support services and the new 24/365 package, Sytel offers comprehensive on-line support for customers and partners via their web site www.sytelco.com. Sytel also hosts regular training courses at its UK offices for customers and partners from around the world.

Based in the UK, Sytel Limited provides call centre solutions to organisations in over 30 countries. In the outbound world, its predictive dialer, Softdial Plugin®, is recognised as being the leading dialer for delivering effective performance under compliance. Sytel has campaigned in all major markets for responsible rules for predictive dialers and acts as adviser on dialer regulations to many national marketing and government bodies around the world.

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