



## **PRESS RELEASE**

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### **There are no bugs in Ecolab's Contact Centre**

*Ecolab improves customer service with state-of-the-art contact centre from Redstone Converged Solutions*

**Date – 13<sup>th</sup> March 2007** – Ecolab customers wanting a quick response to pest control problems are now reaping the benefits of a new state-of-the-art contact centre from Redstone Converged Solutions, a leading provider of converged IP solutions. As part of a major project to improve customer service, Redstone's implementation enables calls to be answered faster and problems solved quicker, which is all important when faced with unwanted visitors! The new contact centre in Caerphilly, Wales has created 55 new jobs.

Ecolab is the world's leading provider of cleaning, sanitising, pest elimination, maintenance and repair products, serving a range of sectors including hospitality, retail and government. As part of its quest for excellence in customer service, Ecolab linked up with Redstone Converged Solutions, to enable staff to respond quickly to customer needs and deliver quality products and services in a timely and professional manner.

The project worth £100,000 saw Redstone Converged Solutions install and implement an IPFX contact centre solution, Cisco CallManager and Cisco IP phones. The deal also includes a three-year maintenance contract.

Helen Fegan, Divisional Administration Manager, Ecolab, said: "We decided to work with Redstone Converged Solutions following a recommendation on its expertise and professionalism. The IPFX solution has revolutionised our customer service delivery and will pay for itself through happier customers."

Paul Kennedy, managing director, Redstone Converged Solutions, said: "Customers are demanding higher and higher standards and, what's more, customer satisfaction and experience are factors that are setting businesses apart. The solution we have implemented for Ecolab will ensure that the right people get the right information at the right time."

Redstone Converged Solutions, part of Redstone plc, boasts a number of high profile clients including, Foxtons estate agencies, Direct Wines and Lancashire BSF.

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### **About Redstone Converged Solutions**

Redstone Converged Solutions is a leading provider of converged IP solutions, with expertise in contact centres, unified communications, IP networks, Intelligent Building (OneNET) and security. It is a division of Redstone plc, which has 800 staff, a turnover in excess of £150 million, offices throughout the UK and Ireland and is committed to becoming a leading provider of telecoms and IT solutions for business and public sector organisations.

Redstone Converged Solutions brings together the combined knowledge and experience of Xpert Communications and Redstone's solutions businesses and has numerous accreditations including Avaya gold, BT premier, Cisco gold, Microsoft gold and Mitel platinum among others. Redstone Converged Solutions takes pride in providing leading edge, innovative solutions to businesses and organisations in the health, education, local government, retail and finance sectors. For more information of products, services or other news, visit: <http://www.redstoneconverged.co.uk>

### **About Ecolab**

Ecolab Ltd is wholly owned subsidiary of Ecolab Inc of St Paul Minnesota, USA. With 2005 sales of \$4.9 billion, Ecolab is the leading global developer and marketer of premium cleaning, sanitizing, pest elimination, maintenance and repair products and services for the hospitality, foodservice, healthcare and industrial markets.

Ecolab shares are traded on the New York Stock Exchange under the symbol ECL. Ecolab news releases and other investor information are available on the Internet at <http://www.ecolab.com>.

Ecolab (PE) employs 589 people in the UK.