



PRESS RELEASE

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Redstone offers prevention not painkillers

RedReach voice and data network support programme launched by Redstone Converged Solutions

June 21st 2007 - Redstone Converged Solutions, a leading UK provider of converged IP solutions, today launched RedReach, a voice and data network support service focused on proactive prevention of network issues before they arise. RedReach provides simple, flexible and cost effective preventative maintenance and support for UK organisations using IP network infrastructures, through fixed cost contracts covering all voice, data and cabling needs.

RedReach provides options for all organisations from large corporates with in-house IT to smaller companies needing assistance on a day-to-day basis or managed services. Three packages - *RedReach*, *RedReach PLUS*, and *RedReach 24/7* – offer flexible cost and service, from eight hours on site response and one hour telephone call back, to round the clock, 24/7 x 365 support.

Paul Kennedy, Managing Director, Redstone Converged Solutions, said, “While systems today are more resilient and reliable than ever before, introduction and use of converged IP networks means that businesses are reliant on very high performance standards. RedReach’s proactive approach to network maintenance reduces the risk of network problems occurring and also ensures that the IP network, which is critical to business performance, is exploited to its full potential.”

RedReach customers can also add specific services to tailor their package. These include *2 hour ultimate response*, currently available across most of the UK; *onsite critical spare stocks* which, through a needs audit, ensures customers have spare components on-site and ready for use in emergencies; *preventative maintenance*, an annual systems optimisation audit; and a *fully managed service* for customers wanting fully outsourced voice and data network management.



On Redstone's maintenance capabilities John Donovan, Managing Director – Channels, Cisco UK and Ireland, says, "As one of our key UK partners Redstone Converged Solutions offers its customers the latest Cisco technology. Redstone's Cisco customers have the reassurance that they are supported by a highly-skilled and qualified team."

RedReach also ensures customers get value for money, with a credit reward system for organisations that don't use up their entire pre-agreed quota of support calls. Credits accrued can then be exchanged for additional services, knowledge transfer days and consultancy time. The additional 'MyReach' card gives all RedReach customers the opportunity to go 'beyond contract' when requiring urgent support.

Steve Field, IT Manager, Unicef UK, says, "As one of the world's leading charities we rely on our IT and communications networks to enable us to effectively undertake our valuable work. The team at Redstone works closely with us and takes a proactive approach to understanding how we use telecommunications to support our activities. This ensures that Redstone maintains our systems to deliver the highest levels of performance, ensuring that we are able to deliver on our promises."

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About Redstone plc

Redstone is a national provider of IT and Communications solutions for businesses and organisations of all types and sizes. Redstone is uniquely positioned as the only IT and Communications provider within the UK and Ireland to be able to offer all core competencies in house. Each division is recognised as a market leader in its own right: Redstone Telecom offers fixed line telephony, Redstone Mobile offers mobile telephony. Redstone Converged Solutions offers Contact Centre solutions, IP Communications and IP Networks. Redstone Managed Solutions offers Microsoft applications, server/desktop and network integrity and Redstone Technology offers enterprise server and storage area networks. For information see www.redstone.co.uk.

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: www.redstoneconverged.co.uk