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ULTIMATE INSURANCE SOLUTIONS PROTECTS TELECOMS SYSTEM WITH GEMATECH'S BCM^{LITE} SOLUTION

- Business continuity solution provides leading insurance company with uninterrupted voice communications in the event of a telecoms failure -

25 April 07: Ultimate Insurance Solutions, a provider of claims handling for motor and household insurance, has purchased GemaTech's Business Continuity Manager solution, BCM^{LITE}, to provide instantaneous and seamless recovery of incoming telephone calls, should disaster strike.

Established in 1996, Ultimate deals with some of the UK's largest financial services institutions, providing a range of services from basic claims outsourcing to complete underwriting of product sales and claims management process. As a recognised leader in customer satisfaction Ultimate enables companies who decide to outsource their claims handling process to improve their customer relations as well as their efficiency.

The decision to implement BCM^{LITE}, following the successful installation of SVR^{LITE} (Secure Voice Recording), was based on the capacity of BCM^{LITE} to improve call handling response across the business without affecting Ultimate's quality of service. As Brian Lambert, Managing Director at Ultimate, explains, "The company invests a great deal in training staff and developing a high level of customer service so it seemed only natural to introduce a continuity plan that could guarantee this in the event of a disaster."

Although Ultimate investigated other solutions available on the market, they felt that the simplicity, cost and expertise provided by GemaTech overruled all others.

Lambert continues, "Since the SVR^{LITE} and BCM^{LITE} solutions from GemaTech were introduced we have seen employee turnover decrease significantly and staff competence and company efficiency have increased."

Located in the carrier's exchange, BCM^{LITE} enables Ultimate to re-direct phone lines to its two workplace recovery sites (or anywhere else for that matter) in the event of an emergency. Every call received on the company's 0870 numbers is automatically routed

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through BCM^{LITE} and forwarded on to the Portsmouth head office so, in the event of any disruption, there is no need to implement a new system - the calls enter the system in the same manner but instead of being directed to the head office they are automatically redirected to the workplace recovery sites, employees' mobiles or homes as required.

Lambert continues, "The great thing about BCM^{LITE} is the flexibility. This is not an all or nothing solution – it can handle both a complete disaster and smaller problems that cause separate parts of the business to be unavailable. For example, if there is a problem with personal claims just those numbers can be diverted to a separate site."

Commenting on the relationship with GemaTech, Lambert concludes, "While there is currently no legislative requirement for voice recording, it is inevitable that the Financial Services Authority will demand its adoption at some point to ensure good business practice. GemaTech's ability to combine high quality voice recording with robust yet flexible telecoms business continuity planning is a major commercial advantage today that also ensures compliance with any future legislation."

- Ends -

About GemaTech

GemaTech designs and develops products and solutions which deliver telephony business continuity and secure voice recording by obviating telecommunication failure and aiding dispute resolution respectively.

GemaTech has over 10 years expertise in developing niche applications for the telecommunications industry. Founded in 1995, and headquartered in Guernsey, GemaTech also has operations in Basingstoke, and San Diego.

GemaTech specialise in delivering cost effective, scalable solutions ensuring that organisations, large or small, can benefit from the deployment of GemaTech's innovative technology delivering measurable and quantifiable returns on investment.

GemaTech's unique business continuity products and services are capable of ensuring the instantaneous, seamless and total recovery of 100% of an organisation's incoming calls, the lifeblood of any company, by intelligently re-directing any number of individual DDIs to any number of alternative destinations – and activated in seconds after an invocation.

GemaTech's secure voice recording product, available as an additional module to enhance the business continuity products, enables all re-routed calls to be call recorded, as well as a stand alone product delivering a number of unique features including dual channel or "stereo" recording of all calls, ideal for dispute resolution.

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GemaTech has customers across many vertical sectors, including financial services, banking and insurance and the travel industry. Some of GemaTech's key customers include, KBC Peel Hunt, Kings College Hospital London, Travel Councillors, Regency Mortgage Brokers, Kudos Research, Access Accounting, Message Labs, Ultimate Insurance Solutions and Richmond Corporate Services.

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