

**NORTON FINANCE INVESTS IN IP TECHNOLOGY FROM NEC PHILIPS****- New IP communication solution will result in significant cost savings whilst supporting business expansion -**

**25/01/08:** Norton Finance, a provider of loans, mortgages and re-mortgages, has implemented a phased adoption of a converged communications solution, from NEC Philips Unified Solutions. The finance company's new IP infrastructure, which utilises the UNIVERGE SV7000 IP server blade, will enable it to seamlessly and effortlessly carry out its planned expansion and relocation, supporting nearly 900 users. The move towards a converged solution will lead to enormous cost savings and enable Norton Finance to operate much more effectively as a single entity.

Norton Finance is currently in the process of consolidating its business premises into 2 main sites and having a converged network will facilitate the move considerably. Jason Weakley, IT Manager at Norton Finance explains, "The creation of a new site prompted us to consider how to make the best use of our investment and more specifically, our communications strategy. The new VoIP infrastructure will save us a great deal of money, time and effort; when we move to the new office, users will simply have to plug in their new phones and they will work. VoIP offers enormous potential and flexibility."

Continuing, Jason Weakley explains, "The move to a single distributed solution means that we now have one server in one building which controls everything. We previously had a number of different networks but now everything sits on one network and operates as a single entity. This will enable us to operate much more efficiently as an organisation and allow network managers to administer and manage the solution more effectively."

In addition, Norton Finance has also implemented a distributed call centre solution from NEC Philips, which will enable the finance company to effectively utilise personnel as call handling agents no matter where they are located. Norton Finance receives thousands of inbound calls for sales and finance enquiries each week and their business depends on the effective and professional handling of these calls in order to provide a high level of customer service.

Commenting on the relationship with NEC Philips Jason Weakley says, “We have been working with NEC Philips for many years now and have developed an excellent working relationship with them. The NEC Philips consultants are knowledgeable, proactive and go out of their way to understand our requirements. They have a strong product offering which is complemented by an equally as strong support and delivery team”

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