

PRESS RELEASE

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TOLLRING HELPS EPSOM AND ST HELIER UNIVERSITY HOSPITALS NHS TRUST ACHIEVE GREATER EFFICIENCY

Adoption of Tollring's Hosted Enterprise Resource Manager (ERM) enables trust staff to centrally manage costs and monitor performance

After more than ten years of reliable service from their locally installed Tollring TMSProfessional call loggers - Epsom and St Helier University Hospitals NHS Trust has adopted Tollring's hosted ERM solution to underpin its internally managed service.

Using Tollring ERM allows Trust staff to centrally monitor and manage all of their fixed telecommunications from six separate sites – including switchboard performance, KPI monitoring and accurately billing its residential customers, third party partners and other users. In addition to ensuring telecoms resources are used as efficiently and cost effectively as possible, telecoms staff are able to provide an enhanced service to their departmental users.

Tollring Managing Director Tony Martino said: "We have an excellent relationship with this long standing customer. They have always set the bar very high in terms of their own standards and consequently have had high expectations of our products and service. I am delighted that through Tollring ERM we have met this benchmark and are able to continue to support the Trust in achieving its quality of service and efficiency objectives."

Simon Owen, Telecoms Manager for the Trust said "During my time with the Trust, Tollring have provided a 1st Class Call Logging and reporting solution. Our Tollring system has evolved and grown with the Trust in order to meet the changes forced by merger and expansion.

As Co-Chairman of the NHS Telecoms, National Performance Advisory Group (NPAG), the group have invited many Call Logging service providers to present their products to the group and I am confident that Tollring remain at the very top of their business".

For further information e-mail sales@tollring.com

About Tollring

Tollring uniquely delivers software and technology-enabled services to help organisations manage, understand and control their fixed and mobile communications resources. Tollring's comprehensive suite of applications includes Call Management, Call Recording and Communications Resource Management.

Tollring's products and services are available through a number of trusted resellers, distributors, manufacturers and ICT service companies. Many of these organisations have their own branded versions of Tollring's products under the "Powered by Tollring" programme.

About Epsom and St Helier University Hospitals NHS Trust

Epsom and St Helier University Hospitals NHS Trust provides a comprehensive range of medical services to approximately 420,000 people living across southwest London and northeast Surrey.

Both Epsom and St Helier hospitals have 24-hour A&E departments, whilst Sutton Hospital has an eye casualty unit. The Trust also provide many specialist services to a wider area covering parts of Sussex and Hampshire, in particular, Renal, Neonatal intensive care and the World Class Elective Orthopaedic Centre (EOC) at Epsom. The latter has rapidly grown to become the largest hip and knee replacement centre in the UK and one of the largest in Europe.

The Trust employs approximately 4,800 staff across its hospitals and is supported by over 440 volunteers. For more information about the Trust and its services, please visit the website at: www.epsom-sthelier.nhs.uk

For further information please contact:

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