

press update

18th March 2009

MPLSYSTEMS WINS 'PEOPLE IN PERFORMANCE' CONTACT CENTRE CONTRACT

Contact centre technology company, **mplSystems**, is delighted to announce that it has recently been chosen as the solutions provider for the latest development in **People In Performance's** (PiP) portfolio of research services. *mplSystems* will provide an outbound campaign management system to support their telephone mystery shopping activity.

Formed in 2000, PiP are specialists at measuring and improving the customer experience through mystery shopper programmes, training and business coaching courses, research surveys and audits. *mplSystems*' technology, **intelligentContact™**, will be used by PiP's experienced auditors, researchers and investigators to carry out assessments and surveys. *intelligentContact* is a fully hosted, resilient solution which supports full web services integration with PiP's in-house systems, provides automated (via IVR) call quality measurement system as well as comprehensive management information.

Paul White, CEO of *mplSystems*, comments *"The flexible, modular nature of our intelligentContact technology means we have been able to create a great fit with PiP's own business processes and the services they offer to clients. Rich "Cloud" based solutions with sophisticated integration are a reality today with MPL technology"*

Mike Dalloz, Managing Director of Performance in People, explains the challenge they were facing: *"Historically, telephone mystery shopping has been conducted from a call-centre based environment. This approach created huge difficulties when calls are made to locations throughout the UK by 'mystery shoppers' who must have local accents and sufficient knowledge to be credible as a local customer. Working with MPL enabled us to create a robust remote recording capability, where our field-based mystery shoppers could have their calls recorded in the field, review the audio files remotely and complete the evaluation criteria online. We have been incredibly impressed with the speed and robustness of MPL's solution; rich integration with our own systems was achieved in weeks. The open and innovate thinking of MPL has given us a real competitive advance in our marketplace."*

For more information on **mplSystems** and **intelligentContact™** visit www.mplsistemas.co.uk.

For more information on **People in Performance** visit www.performanceinpeople.co.uk.

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