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ProcessFlows

NEWS RELEASE

28/10/2010

ProcessFlows Signs 20th Channel Partner Agreement for 2010

Independent telecoms experts, TWL Voice and Data, who are based in Barry, South Wales is the 20th Reseller to join the ProcessFlows 2010 Channel Partner Programme.

ProcessFlows specialise in the automation of business processes - bringing together paper, people and technology to advance the way information is accessed, shared, moved and stored throughout the business - which enables an organisation to improve efficiency and save costs. TWL Voice and Data is an established supplier of cost effective and efficient telephone infrastructures – utilising the latest Mitel and Toshiba Business Systems – to both small SMEs and large corporate organisations. They provide, maintain and support the telephony systems used by high street retailers Peacocks Stores and Bon Marche. Everest Home Improvement Group is another well recognised TWL customer.

TWL wanted to expand their portfolio of telephony solutions to include business automation technology; which would build on and extract additional functionality from the communications infrastructure already supplied to their customers – adding, for example, Fax to a Voice over IP (VoIP) system (Fax over IP [FoIP]) and SMS text messaging functionality from the desktop.

Terry Smith, TWL National Account Manager, said: *“Partnering with ProcessFlows has meant that we have been able to move quickly into this new area of business without any risk, or having to invest time and budget in further staff training, as ProcessFlows takes care of all the associated support and services for us.”* He goes onto say: *“We have already won a contract to supply an SMS solution into a Legal Practice based in South Wales, who wanted to utilise the popularity and convenience of text messaging to improve communications with their clients, which is a good start.”*

ProcessFlows solutions build on a customers' existing communications platform. Existing investments are protected, and all the advantages of a converged infrastructure are delivered without incurring huge expenditure.

Franca Cognata, Channel Partner Manager at ProcessFlows, has been heading up the new Partner recruitment process. Franca says: *"The Channel Partner Programme, which we regenerated in February, is continuing to gain momentum. Partners are keen to leverage new business from their customer base and their customers no longer have the budgets available to get rid of their out-of-date, incumbent telephony systems and start from scratch. It is not quite a return to the era of 'make do and mend', but the throw-away mentality is now a thing of the past – businesses are all trying to do more with less, provide a better level of customer service and take on board the 'green' message as well."*

Further information about ProcessFlows can be found at <http://www.processflows.co.uk> and TWL at <http://www.twlvoiceanddata.co.uk>

Franca Cognata and Terry Smith are both available for comment. Their images can be found at http://www.processflows.co.uk/public_html/wp-content/press-files/francacognata.JPG and http://www.processflows.co.uk/public_html/wp-content/press-files/terrysmith.jpg

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