

## MEDIA RELEASE

Wednesday 21<sup>st</sup> April 2009

### A Decade of Success

**STUART GORDON, Finance Director of CallScripter and IPPlus PLC, has celebrated his tenth anniversary this month working for the Suffolk-based corporation, based in the UK.**

Stuart joined the organisation in 2000, following a wide-reaching and varied career as a Financial Officer, in and around Suffolk.

He initially joined COUNTYWeb (as IPPlus was then known) to be part of the dot.com “phase”, and felt it would be something historical he could share with his children one day. However, as we all know, the internet was most definitely not a “phase” and ten years on, he’s still here!



COUNTYWeb was an internet-based company whose primary focus was developing online business directories, however it has since evolved into IPPlus with three primary divisions; Ansaback (purchased in 2001), CallScripter and IP3 Telecom.

Following the purchase of Ansaback, Stuart is in fact the member of staff who took the initial sales call that led to the development of our own in-house software, CallScripter. CallScripter is now an internationally-known scripting application with installs in over 20 countries.

Stuart, commenting on his time so far with IPPlus, said: “I have had a thoroughly enjoyable time working within this organisation, and I can’t believe how fast the last ten years have gone by. I have had the pleasure of working alongside a delightful and impressive team, and can’t wait for the next ten!”

William Catchpole, Managing Director of IPPlus, said: “Stuart has been an invaluable asset to our company, and many of the changes and enhancements over the years would not have happened without his support and dedication. Always calm in a crisis, Stuart is unflappable and the source of many pearls of wisdom. I look forward to his continued success.”

### **ENDS**

#### **Notes to Editors:**

**IPPlus PLC** is an AIM listed business services group, whose interests include software and outsourced contact centres. The group, whose Headquarters are in Ipswich, Suffolk, trades under three main trading styles: Ansaback, CallScripter and IP3 Telecom.

**Ansaback** is a 24 hours a day, 7 days a week bureau telephony service providing overflow and out of hours call handling, emergency cover, dedicated phone resources, non-geographic, low call and freephone telephone facilities, as well as disaster recovery lines and other ancillary telecommunications services.

**CallScripter** is an enhanced customer interaction software suite, specifically developed for contact centres, telesales and telemarketing operations. By introducing **CallScripter’s** dynamic scripting environment into their organisation, clients will gain immeasurable benefits to themselves, and their customers. The software facilitates the rapid set-up, handling and reporting of sophisticated inbound, outbound and email campaigns. The current client database encompasses a wide range of industries including outsourcers, financial services, helpdesk, telemarketing, internet providers, accident management and charities, meaning that it is the perfect application for any customer-facing environment.

**IP3 Telecom** provide a range of network-based interactive call services on either a managed basis or self-serve option. Clients can route their required services through IP3’s web portal, allowing them to monitor their call traffic on real-time. Alternatively IP3 can generate periodic reports via email. The web portal allows fast and efficient configuration of services and is hosted across resilient platforms with triple redundancy for location, infrastructure and service providers. Web access allows for remote management from anywhere in the world, without any proprietary software requirement.

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