Largest independent investment manager for private investors selects Sabio to deliver major compliance recording solution

- Brewin Dolphin chooses Sabio to implement Verint’s Contact Store for Communication Manager (CSCM) recording capability
- Awards three year contract to support its Avaya and Verint communications infrastructure

LONDON – 23rd June 2009 - Sabio, the innovative contact centre services and solutions company, has won a major contact from Brewin Dolphin to deliver multi-site compliance recording for its UK network of some 660 investment managers and advisors. Brewin Dolphin is the UK’s largest independent investment manager for private investors, and selected Sabio to implement Verint’s Contact Store for Communication Manager (CSCM) compliance recording solution across 39 UK offices including its major centres in London, Newcastle and Edinburgh.

The new recording solution will offer the highest levels of resilience, and will help Brewin Dolphin meet all the latest FSA compliance recording guidelines, including the detailed information that supports the FSA’s Treating Customers Fairly (TCF) initiative.

As part of the contract Sabio has also upgraded Brewin Dolphin’s Avaya communications infrastructure to the latest Communication Manager 5.1 release, and has secured a three-year contract to support the company’s Avaya telephony platform and the Verint CSCM application. Sabio has also worked with Brewin Dolphin to develop a specialist web-enabled CTI monitoring application that will support the company’s dealers by giving them real time awareness of their current call queues.

“At Brewin Dolphin we’re committed to providing our 130,000 clients with a high quality service, so it’s essential that our communications infrastructure allows us to perform to the highest standards. Working with a specialist telecommunications solutions partner such as Sabio will help us to optimise our telephony infrastructure and make the most of our investment in key technologies such as Verint and Avaya,”
commented Ian Spillett, Brewin Dolphin’s Head of Voice and Data. “In commissioning this project we looked at four of the leading specialists, and it was clear that Sabio had the in-house skills and vision we needed to deliver our compliance recording and communications objectives.

“We are particularly impressed by Sabio’s support capability - their superior in-house skills and experience, which combined with their responsiveness gave us the confidence to entrust them with the long-term support for our business-critical Avaya and Verint infrastructure,” he continued. “It’s clear that Sabio not only understands all the different technologies involved, but can also apply them to our specific business requirements. As a result, we’ve now got a highly resilient multi-site recording infrastructure, while our dealers in Edinburgh are making use of a simple, but effective, CTI application that gives them real insight into their upcoming transactions.”

Verint’s CSCM recording solution provides full-time recording for every single potential handset across Brewin Dolphin, ensuring full compliance with FSA regulations and guidelines, and providing both customers and staff with full protection. Sabio implemented the solution to ensure full recording resilience across Brewin Dolphin’s multiple sites, with Avaya Enterprise Survivable Servers (ESS) in place at key locations to deliver comprehensive disaster recovery protection.

About Brewin Dolphin
Brewin Dolphin is the largest independent investment manager for private investors in the UK, and manages over £16 billion of funds for over 130,000 private clients and, of this, £9.3 billion is on a discretionary basis. Brewin Dolphin has 39 offices throughout the UK and Channel Islands and is a FTSE 250 listed company.

Visit www.brewin.co.uk for more information

About Sabio
Sabio is an innovative contact centre services company focused on delivering exceptional customer contact strategies and solutions. Sabio offers business consulting, systems integration and managed services and has worked with many major organisations across the UK including egg, HCL Technologies, Homeserve, ING Lease, Leeds City Council, Newport City Council, Orange, Pitney Bowes, Scottish Widows, Sky, Student Loans, Thames Water and Yorkshire Building Society.

Visit www.sabio.co.uk for more information or contact:
Leigh Hopwood  
Head of Marketing  
Sabio  
Tel: 0844 412 3000  
lhopwood@sabio.co.uk

Cheryl Billson  
Comma Communications,  
PR for Sabio  
Tel: 07791 720460  
cheryl.billson@commacomms.com

Charlotte Black  
Head of Corporate Affairs  
Brewin Dolphin  
Tel: 0845 213 3331

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