

**More Mobility for Mitsubishi Motors UK  
Car company drives benefit from IP telephony network deployed by Virtual Network Operator, Vanco**

**London, 5 October 2006** – Mitsubishi Motors UK has extended its existing contract with pioneering Virtual Network Operator (VNO), Vanco, to design, implement and manage an IP Telephony network solution. As part of the three year contract, Vanco will perform proactive and reactive network monitoring, event management, and fault resolution for all core IP telephony equipment including VoIP gateways, unity unified messaging (voicemail) routers and switches.

The IP telephony rollout will be split into two phases. In phase one, the Vanco managed VoIP solution will support approximately 500 IP phones across thirteen sites including the UK customer contact centres and Mid-West Group offices. All 13 sites had an independent telephone system each, therefore any calls between sites are via the PSTN and chargeable. The key element to this is Vanco's MPLS Matrix, which underpins the entire solution.

"We needed to purchase three new telephone systems for Mitsubishi dealers in Weston, Reading & Dursley and it made sense to future proof them with a VoIP enabled system," explains Dave Berwick, IT manager at Mitsubishi Motors UK. "Using Vanco's excellent service and flexibility allows us to have a scalable solution that can be deployed across the entire Wide Area Network."

One of the advanced feature sets of Vanco's solution is extension mobility. It allows CMW Mitsubishi retail group who have a number of senior managers who roam across their eight sites to log-in and access their IP phone configuration such as line appearance, services and speed dials from other IP phones creating a truly mobile work force across Mitsubishi Motors.

In phase two "a centralised system will give us the ability in future, to reduce the ISDN requirements at each site and use our central site to manage the calls, thus reducing costs at the edge sites," adds Berwick.

Vanco will also continue to manage Mitsubishi Motors UK Wide Area Network connecting all 140 dealers covering the entire United Kingdom, including Northern Ireland and the Channel Islands.

"Mitsubishi is the latest of our customers that have started to roll out an IP telephony solution," says Andy Sumner, managing director Vanco UK. "Rather than being driven by cost as justification for IPT in its own right, the decision was focused on improved functionality, efficiency and integration."

#### **About Vanco**

Established in 1988, Vanco plc (FTSE: VAN) is the pioneering and leading global Virtual Network Operator. Vanco does not own telecoms assets and therefore has the freedom to source infrastructure from the most suitable Asset Based Carriers (ABCs) on a global basis. It provides enterprise clients, directly or through partners, with cost-effective, optimized and fully managed network solutions. Carriers can also extend their off-net reach by accessing, through Vanco, other carrier networks around the world.

With solutions available in 230 countries and territories, Vanco is selected by the world's largest organizations to provide strategic network solutions. Its clients include Accor Hotels, Avis Europe, British Airways, Ford Motor Company, IBM/Lloyds TSB, Siemens, Pilkington and Virgin Retail.

Through the Vanco network solution clients get access to the greatest geographic coverage available through a single provider. Vanco offers incomparable flexibility to customize and adapt the solution in line with market changes and business priorities.

Vanco is recognized by the industry for its financial success and world class customer service delivery. A significant proportion of its investment capital goes into customer care which is reflected by the awards won, independent market research and client retention.

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