

news release



16 August 2011

VODAFONE UK HELPS CONVERT FIRST RATE TO A NEW WAY OF WORKING

- **Projected £450,000 cost saving from unified communications**
- **Enables faster, more responsive working**
- **Defers or removes need for new office space**
- **Satisfies expectations of 'millennial workers'**

First Rate Exchange Services Limited (First Rate), the UK's largest provider of white label foreign exchange services, is deploying a Vodafone One unified communications solution that will not only lead to faster, more agile ways of working at the company, but also contribute to a projected £450,000 saving in communications costs alone.

First Rate is rolling out the Vodafone UK solution across its three offices in and around London. This will enable hot-desking – making more efficient use of existing office space – and give employees the flexibility to work effectively wherever they are, reducing the need for travel.

With mobile phones fully integrated into the corporate network, First Rate's 350 staff will be able to make and receive calls on a single number – and use features like conferencing, instant messaging (IM) and presence, video calling, desktop sharing and group chat – as if they were sitting at their own desks, even when they are working off site.

"Our goal is to enable agile working so that we are both responsive to our customers and making more effective use of the resources we have," says Adam Jacobs, head of IT at First Rate. "Vodafone clearly understands this 'big picture' objective, and is the only supplier able to deliver true fixed-to-mobile convergence in a way that integrates seamlessly with our existing systems and fits in with our future plans.

"With true single-number access to staff, wherever they are and whichever device they are using, this solution will help us cut the time it takes to communicate and reach decisions," adds Adam Jacobs. "It also helps us satisfy the expectations of the new generation of 'millennial' workers who are comfortable with tools like IM, collaboration and presence-enabled communications, and appreciate the ability to work flexibly."

The Vodafone One solution is being integrated with First Rate's existing Microsoft Office Communications Server (OCS) solution and Nortel phone system.

With the complete solution in place, First Rate estimates that it will reduce its communications costs by £450,000 over five years by: consolidating its fixed and mobile call and rental charges (for example, by eliminating many ISDN lines); eliminating conferencing service charges; and implementing intelligent routing.

Vodafone UK

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The company also anticipates significant additional savings through deferring or avoiding the need for office refits or bigger premises, as a result of hot-desking and remote working.

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Notes to editors:

About First Rate:

Established as a joint venture company between Post Office and Bank of Ireland in 2002, First Rate is the UK's leading provider of foreign exchange services to foreign currency retailers. It provides a wide range of white labelled foreign exchange services available to businesses large and small across the UK.

As well as supplying more than 11,500 retail outlets with a foreign currency service, First Rate is the UK's largest foreign currency notes supplier, and Europe's major provider of traveller's cheques.

First Rate provides UK retailers and businesses with the following foreign currency services:

- Travel Money Online – a service enabling the ordering of foreign currency notes and traveller's cheques securely via First Rate's white label Internet application
- Bulk provision of currency for currency retailers
- End-to-end consumer order processing – totally outsourced, white label currency solutions for phone, Internet or retail outlet order placement.

For further information:

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