



LIME to deliver innovative communications platform for major enterprise customer

Jamaica's National Commercial Bank chooses LIME as strategic provider for major upgrade

LIME, Cable & Wireless Communications' operation in the Caribbean, has underlined its credentials as the leading enterprise operator in the region with its first major platform sale of 2011.

LIME Jamaica has been awarded a significant contract to install a new voice over internet protocol (VoIP) telephony system for the National Commercial Bank (NCB). The project represents a significant upgrade to the present communication system at the Bank's major locations. The custom built system – supplied by AVAYA - will be used for all voice traffic.

LIME's Managing Director for Jamaica & Cayman, Garry Sinclair said:

"The fact that LIME continues to be the telecoms partner of choice for a major corporation like NCB underscores our position as the premier provider for corporate and Government entities when it comes to their core connectivity."

NCB's Managing Director, Patrick Hylton said:

"NCB sees LIME as a strategic partner who will help to improve our customer experience through the provision of a reliable and efficient telecommunications solution. We anticipate an ongoing working relationship that will augur well for enhanced service delivery and thank the company for its commitment to meeting our corporate needs."

The new system will particularly strengthen the operations of NCB's Call Centre with features, including upgraded call management software, which will ensure incoming calls are answered faster, with more customers getting through to an operator. LIME will also install an Interactive Voice Recording (IVR) platform to encourage customer self-service and enable operators to focus on managing urgent and complex enquiries.

The system is also designed to facilitate business continuity, enabling bank personnel to take customer calls and assist clients from remote locations in the event main office sites are temporarily compromised by natural disasters or unforeseen occurrences.

Finally, the bank will be able to use the system to market its services by creating automated messages that can be sent by phone, text, email, or using social media.

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About Cable & Wireless Communications

Cable & Wireless Communications is a global, full-service communications business. We operate leading telecommunications businesses through four regional units – the Caribbean, Panama, Macau and Monaco & Islands. Our services include mobile, broadband and domestic and international fixed line services in most of our markets as well as pay-TV, data centre and hosting, carrier and managed service solutions. Our operations are focused on providing our customers – consumers, businesses, governments – with world-class service. We are the market leader in most products we offer and territories we serve. For more information visit www.cwc.com.

About LIME

LIME (Landline, Internet, Mobile, Entertainment) is the Caribbean's leading telecommunications company, focused on building products and services that make Caribbean people's lives better. LIME's aim is to deliver the best communication services across the board, full stop. LIME is part of Cable & Wireless Communications, one of the world's leading international communications companies. For more information visit www.time4lime.com.