

NEWS ITEMS

24 Nov, 2000 Quantum Unveils Online Reporting For Clients.

Quantum Telephone Marketing announced the launch of an all new online reporting programme for its clients. The new service provides fully-detailed reports to clients via a password-protected web site. "This service is a direct result of improvements we have made to our database technology", said Les Berks, IT Manager. "We are now able to leverage our data so we can rapidly deploy information to our clients. In the coming year we will be enabling our clients (via secure access) to get on-line lead data which can be updated remotely." The new service application will be a part of Quantum's "higher standard" service, at no additional expense to new or existing clients.

20 Nov, 2000 Autonomy listed as first FTSE 100 dot com.

One of Quantum's clients has become the first FTSE 100 "dot com" company. Autonomy.com retains Quantum Telephone Marketing as the company's exclusive outsourced telemarketing arm. Autonomy.com provides intelligent web-agent software for companies, to assist in research and retrieval of information and products on the Internet.

16 Nov, 2000 Oracle Financial Services Sector Selects Quantum.

Oracle has chosen Quantum Telephone Marketing to support their exhibitions and seminars, as well as the company's management briefings. Quantum is first company in over two years entrusted with the strategic contact of their client base.

10 Nov 2000 Peter Lambert Announced Head Of UK Operations.

Peter Lambert, Former director of IDN group, has been appointed Head of UK Operations for Quantum Telephone Marketing. He was an integral part of the team that took the international telecommunications company through their successful IPO in June, 2000. In this newly-created position he will personally oversee operations for the company's rapidly expanding UK client base, including the new Quantum Client Liaison team, a dedicated customer champion force within the company.

7 Nov 2000 European Headquarters Announced.

An additional 12,500 square feet of office space has been negotiated for new European expansion in the spring of 2001. This space will allow new training, administrative, and call centre facilities, including customised training areas for clients' internal telemarketing operations.

"Having grown so quickly we are rapidly filling our current floor space", said Jindy Dale, Managing Director. Quantum has already doubled their office space once this year, to handle over 100% increase in staff, and, "With our projected additional growth it seemed prudent to make a move now – to have the infrastructure in place to meet future demand." The prestigious new European offices are planned in Reading town centre.

01 November, 2000 Quantum Promise Launch.

A new initiative has been launched by Quantum that is set to transform the B2B telemarketing business. Emerson Brantley, Quantum Marketing Director said, "We are so confident in our ability to deliver for our customers, we are willing to make a pledge that if we don't deliver, our client doesn't pay." In a marketplace often characterised by vague assurances, the Quantum Promise programme includes specific numbers and timeframes for performance. "We have taken the extra step of creating specific Client Liaison Managers to ensure the customer is kept in the loop as their programme develops. These unique staff members are not part of our salesforce, and have no agenda other than acting as 'customer champions'."

For more information on the Quantum Promise please [click here](#).

25 October 2000 Quantum Selected by Yellow Pages for Outsource Initiative.

Quantum Telephone Marketing has entered an agreement with Yellow Pages to act as a selected agency to perform telemarketing services. This is the largest outsourced telemarketing initiative ever undertaken by Yellow Pages. Quantum was chosen after an extensive selection procedure. John Claricoates, founding member of Quantum said, "I'm very pleased Yellow Pages selected Quantum for such an important programme. Our 48-hour setup was very important to Yellow Pages, along with our ability to respond quickly to programme refinements."

23 October 2000 Quantum Opens Tendering for 500% Expansion of Server Capacity.

Due to continuing rapid growth, Quantum today requested tender bids for dramatic increase in network speed and database capacity. "We have been continuously planning now for capacity needs six months to a year out, but our projections continue to need revision due to exceptional growth," said Les Berks, IT Manager. "We are committed to doing whatever necessary to stay well ahead of our clients' capacity requirements, so the decision was made to make a significant leap ahead at this time." The additional server space will allow clients the option to have their data on unique, separate servers for optimum security and confidentiality.

20 October 2000 Geoff Spittles Appointed Head of UK Sales.

Geoff Spittles, former sales manager for the financial services sector, has been selected to head Quantum's UK sales. His new duties will include expanding and driving the company's sales for the UK market.

17 Oct Energis Communications Contracts with Quantum.

Energis Communications has selected Quantum for lead generation for select market segments. Energis is a leading telecommunications provider with a proprietary network in the UK.

6 Oct. 2000 Quantum Announces 58-Seat Expansion Of UK Site.

Quantum Managing Director Jindy Dale announced today the expansion of the UK telemarketing operation to accommodate new business growth.

"The burgeoning telecommunications and IT sectors are providing exceptional demand for our unique services. This expansion allows us to continue the high level of service our client base expects from Quantum." This expansion also required securing an additional 2000 square feet of space at their Reading headquarters.

25 Sep 00 British Telecom Chooses Quantum to Manage Vertical Markets.

British Telecom, UK's largest communications company, has chosen Quantum Telemarketing Ltd. to manage lead generation programmes for their most important vertical markets, which include their government and corporate accounts. Quantum was chosen specifically because of the company's expertise in the telecommunications sector.

"Quantum has focused from the beginning on the telecomm and IT sectors," said Dan Pena, Quantum's chairman. "This laser-beam focus has proven to be Quantum's most distinguishing characteristic, separating us from many other companies who try to be all things to all people. We are committed to continuing to invest in the right professionals, and to provide the best training in the industry, to maintain our leadership in these key market sectors."

12 Sep 00 Quantum Adds Three New Telecommunications Giants: Global Crossing, Symphony, and Torch Telecomm

Three new telecomm giants have each contracted with Quantum for outsourced telemarketing services. Global Crossing, Symphony, and Torch Telecomm all have unique market sectors which require the specialised attention Quantum provides.

01 September 2000 Quantum Appoints Emerson Brantley Marketing Director.

Quantum Telephone Marketing Announced today the appointment of Emerson Brantley as new Marketing Director for the company. Mr. Brantley has extensive experience in traditional and direct response marketing over the last 25 years, primarily in the U.S. His expertise over the last decade has been e-commerce, a key element in Quantum's overall marketing plans. Managing Director Jindy Dale said, "Mr. Brantley was our first choice. We are extremely pleased he has agreed to participate with us as we grow. He will conduct marketing affairs for the company from the U.S. and the UK, and will be integral in our planned expansion into the U.S. in the near future."

"I am excited to join with such an outstanding group," said Mr. Brantley, "It's rare to find such a committed group of individuals, whose single focus is on stellar customer service. This vision clearly radiates to every corner of the company."

24 Aug00, Filenet, netonomy and Orchestream All Begin Utilising Quantum.

Key industry leaders netonomy, Filenet, And Orchestream all have signed client agreements with Quantum to provide targeted telemarketing services in key sectors.

16 Aug 00 Autonomy.com appoints Quantum as their exclusive outsourced telemarketing arm.

Dot com leader Autonomy has selected Quantum for outbound contact with their extensive customer base. The company specialises in Enterprise, Web, and OEM solutions for businesses. Some of their clients include General Motors, Volkswagen, Internet.com, Merrill Lynch, Reuters, and Siemens. Quality customer contact and exceptional confidentiality controls were some of the reasons Quantum was chosen.

11 Aug 00 LIS Warehousing Systems Uses Quantum to Begins Telemarketing Into The U.S.

LIS, the giant warehousing systems company, extended their already successful pan-European telemarketing campaign with Quantum into the United States. The company chose Quantum, a UK company, because of the high degree of professionalism exhibited in customer calls.

9 Aug 00 TechMARK Leader Trafficmaster Introduces New Product Line

Trafficmaster, a leading TechMARK company, has rolled out Fleetstar, their long-awaited new dynamic fleet management product. To properly introduce this new, selecting Quantum as exclusive telemarketing partner. Trafficmaster provides advanced traffic alerts to automobile owners, through products produced for BMW, Citroen, Jaguar among others.

31 July 00 IBM Chooses Quantum.

IBM has begun using Quantum Telephone Marketing to handle outsourced telemarketing needs. Quantum chairman Dan Pena announced, "I'm really pleased to be once again working with Big Blue. My association with them in the past has always been positive, and we anticipate forging a strong relationship as their outsource partner in telemarketing."

14 Jul 00 Software Developer Mercator Turns to Quantum.

When international software developer Mercator needed to outsource customer contact telemarketing, they turned to Quantum TM. The software giant produces cutting edge B2B, B2C, A2A (Application-Application) and Financial Services software for top corporations worldwide.

27 Jun 00 LIS increases rollout to an additional six European countries using Quantum Telemarketing.

Quantum has been chosen as the outsource partner for LIS Warehousing Systems, in their continued market expansion into six European countries. The company's programmes which Quantum has been involved with to date have shown exceptional results, leading to the choice of Quantum for this major business expansion.

23 Jun 00 Leading International Law Firm Mayer, Brown & Platt Selects Quantum.

When Mayer, Brown & Platt needed extensive market intelligence completed in a timely, professional manner, they chose Quantum Telephone Marketing. The high-level clientele drawn to this noted London firm required the strictest confidence in their outsourced partner. After reviewing numerous offers, the firm chose Quantum.

20 Jun 00 Exodus Asks Quantum to Provide Outsource Services.

Global leader Exodus has brought in Quantum Telephone Marketing to handle outsourced telemarketing calls. The programme includes industry-specific contact, analysis, and reporting, provided in a real time format. Quantum's expertise in the hi-tech sectors was a deciding factor.

16 Jun 2000 Sally Hall Appointed Chief Executive of Quantum.

Quantum founders Jindy Dale and Loman Holbrooke-O'Neill, joined with Chairman Dan Pena today to announce the appointment of Sally Hall as Chief Executive.

Ms. Hall has specialised for over 12 years in Mergers and Acquisitions, tax and audit in professional practise and industry. She has completed M&A transactions of 7 billion pounds sterling of UK and overseas companies in last two years alone, and provided innovative solutions to complex tax problems for multinational PLCs.

"Ms. Hall is a great resource for the company, and her experience and contacts will prove invaluable as we continue our rapid growth," said Managing Director Dale. "She brings the knowledge and vision to help us as we complete our team for the future growth of Quantum," added Financial Director Loman O'Neil.

Added Chairman Pena, "I've worked with Sally for years and know her integrity and single-mindedness when it comes to business growth. She brings exactly what we need to see us through our growth and eventual IPO."

29 May 00 RSL Picks Quantum.

Global telecommunications leader RSL has chosen Quantum as part of their overall business growth plan. The company reviewed numerous options before making their selection. Quantum's specialisation in the industry was cited as a key factor in the decision in choosing Quantum as their outsourced telemarketing partner.

May 15th Dan Pena joins Quantum Telemarketing, Ltd. as Chairman.

05 May 00 CRM Software Giant ONYX Retains Quantum.

ONYX provider of (CRM) Customer Relationship Management software has chosen Quantum to do quality control followup on all the company's direct response marketing programmes.

ONYX is an international provider of enterprise-wide, customer-centric e-business solutions designed for companies that want to merge e-business and traditional business processes. Their entire focus is to enhance their clients 'customer-facing' operations such as marketing, sales, customer service and technical support. Quantum's emphasis on superior customer contact was a major factor in the selection.

14 April 00 - Alcatel In-Source Requirement Expands 300%.

Alcatel has increased their in-sourced telemarketing team from Quantum Telephone Marketing. The initial in-source programme, in which Quantum staff perform telemarketing services at Alcatel's site, began in February 2000. It proved such a success Alcatel has asked Quantum to increase the onsite staff 300% to meet the growing requirement. Alcatel has maintained a strong business relationship with Quantum since July, 1999.

17 Mar 00 - Quantum Negotiating With Hi-Tech For Possible Acquisition of UK Operations.

Quantum announced today it is in negotiations with Hi-Tech Marketing Ltd., towards the possible acquisition of the UK Operations division.

06 Mar 00 - German Conglomerate Siemens Selects Quantum.

The German giant Siemens has selected Quantum to spearhead their UK telemarketing efforts. "The Germans were very methodical in their selection

process," according to Loman O'Neil, Financial Director, "In the final analysis, there were very compelling reasons for choosing Quantum, especially our professional approach to their marketplace."

23 Feb 00 - ALCATEL Asks Quantum To Locate Dedicated Telemarketing Team At Their UK Head Office.

In a groundbreaking strategic alliance, The international firm Alcatel has asked Quantum Telephone Marketing to locate dedicated telemarketing team at their UK head office. Quantum's team will be supporting Alcatel's sales force to expand their market penetration.

Alcatel is established in over 130 countries as an industry leader in access & mobile networks, switching and routing, optical networking and managing semiconductors and opto-electronic components. Their market includes enterprise, service providers and consumers

11 Feb 00 - Quantum Adds Additional System Upgrades, Adding 400% Capacity.

To assure uninterrupted service for its clients, Quantum has recently completed a major upgrade in their operating system. Enhancements include additional servers and network capacity for increased telemarketing demands.

21 Jan 00 - Quantum Achieves Record 50% Conversion Rate For MCI Worldcom.

A recent programme for MCI Worldcom, one of the world's largest telecommunications suppliers has significantly exceeded programme projections.

"We achieved a conversion rate of one completion for every two prospects contacted," said Adrian Bridgeman, Account Manager for the programme. "This far exceeded the client's expectations for this campaign, which was based upon their previous experiences with other telemarketing operations."

A complete Case Study is available has been prepared, available on the Quantum website.

17 Dec 99 - WRQ Appoints Quantum After Unsuccessful Trials With Seven Other Firms.

WRQ, producers of host connectivity software, has selected Quantum after programmes with seven other firms yielded unsatisfactory results. Quantum's responsiveness and attention to detail were cited as the deciding factors in the appointment.

15 Nov 99 - LIS Warehousing Systems Selects Quantum as Primary Telemarketing Partner.

In a move characterised as "a dramatic shift" for the company, LIS Warehousing Systems has chosen Quantum as their primary partner for outsourced telemarketing. LIS produces extremely high-end logistic solutions, with starting costs around L250,000. Quantum will be involved in lead-generation for the company. Before choosing Quantum, LIS had never before found enough confidence in an outsource company to utilise telemarketing to develop new prospects.

18 Oct 99 - Remote Storage Industry Leader Harrier PLC Chooses Quantum To Provide Ongoing Support For Sales Staff.

24 Sep 99 - Thames Valley Enterprise Business Link Finds Quantum Delivers. Where Others Have Failed.

The regional consulting group is looking to Quantum to provide quality appointments for its 'Investors In People' programme.

17 Sep 99 – MCI Worldcom Approves Quantum Telemarketing Ltd. As Strategic Partner.

“This appointment validates the need for the unique level of service offered by Quantum,” said Jindy Dale, Managing Director. “MCI wasn’t looking for ‘business as usual,’ but for a proactive partner to enhance their market reach.”

9 Sep 99 - Global Electronics Giant RICOH Selects Quantum For High-Priority Appointment-Setting Campaign.

23 Aug 99 - FTSE 100 Telecomm Leader COLT Asks Quantum To Provide Premium-Level Appointment-Setting For Salesforce.

12 Aug 99 - Communications Systems Provider ASCOM Turns To Quantum For Quality Market Development.

19 Jul 99 - Alcatel Finalises Selection Of Telemarketing Partner, Choosing Quantum For Special Markets Development.

09 July 99 - Logica Appoints Quantum Telemarketing Ltd. To Perform Extensive Research For IT Outsourcing.

Quantum is to contact top 1000 IT leaders utilising telephone, fax and direct mail questionnaires, and produce a white paper on the research results. The resulting report, ‘Strategic Sourcing For The Future’ will be available as a business resource on the Quantum website.

(LINK TO REPORT)