



GLiNTECH HELPS BOOST NOKIA'S CUSTOMER SERVICE CAPABILITY WITH OPEN SOURCE

Leading Australian based solutions development consultancy, GLiNTECH, has helped revamp the core management system of Nokia Australia's Care Centres. The open source-based solution from GLiNTECH will allow Nokia greater access and insight to track and manage their customer service commitments and further improve efficiency in both the short and long term. From the end user perspective, Nokia aims to provide customers with even faster and more user-friendly customer care services. The GLiNTECH solution offers benefits at both business and operational levels based on a highly reliable, robust and scalable services-orientated architecture. Dimitri Spyridopoulos, Managing Director, GLiNTECH said, "Nokia Australia's choice in GLiNTECH reaffirms our position as the market leader in technical solutions development in Australia. We've been working closely with Nokia to implement an open source-based solution since December 2005 and our development team was able to successfully rollout the solution across Australia over one weekend earlier this year." GLiNTECH's work with Nokia demonstrates how open source technology is changing the face of software. In the rapidly changing business environment, companies are beginning to realise that the potential benefits of open source technologies are endless. Peter Thomas, Customer Care Manager, Nokia Australia said, "Nokia expects the implementation of the open source solution through the GLiNTECH development team to reap major benefits for both Nokia and its customers, driving efficiency and further improving our customer care capability." Thomas continues, "Using open source technology will enable us to develop a customised and unique technology solution that caters directly for our needs, gives us more flexibility and helps provide easier access to information for our customers and Care personnel." - ENDS - More information on GLiNTECH can be found at www.glintech.com <<http://www.glintech.com>> or contact Max Australia. About GLiNTECH Founded in 2000, GLiNTECH is an innovative, professional services IT consultancy, specialising in technical solutions development, technical consulting and architectural services. GLiNTECH's team of knowledgeable and skilled consultants ensure that our clients receive truly objective and informed advice on the right technology solution, every time.