



Superpartners Streamlines Customer Interaction Processes with Global Speech Networks

Hosted Voice Portal Solution to provide automated services to member accounts

2 February 2009

Today, Superpartners announced that it will work with call centre provider Global Speech Networks (GSN) on a voice portal solution for its contact centre. It is proposed the new Superpartners Voice Portal solution will support additional scale for the ongoing growth in memberships across industry superannuation.

Superpartners will deploy the Voice Portal to its first Fund client in March 2009, and will be available to other Fund clients from April 2009.

Superpartners is the largest superannuation administrator in Australia, administering over six million member accounts. Superpartners 250 on-phone contact centre agents field around 2.5 million member calls enquiries per year on behalf of their fund clients.

With the roll-out of the Superpartners Voice Portal, members will have virtually round the clock access to common transactions such as checking superannuation account balances, obtaining fund details, verifying tax file numbers, and changing personal details. The Superpartners Voice Portal also integrates seamlessly with a Funds website, providing members with another channel in which to access their account details.

Technology is a key enabler of our business success. With over six million member accounts, we recognise the importance of working with companies such as GSN to deliver innovative solutions that will benefit members, said Marianne Walker, National Contact Centre Manager for Superpartners.

Members are increasingly showing more interest in their super these days, so its vital that we provide a streamlined service that is accurate and timely. At the touch of a button on the voice portal, Fund members will have the flexibility to access, verify and perform account transactions and service requests. Moreover, the portal allows for contact centre representatives to focus on more complex member account queries, since approximately 25 percent of the calls will now be automated, said Marianne.

Nick Rodda, Managing Director of GSN, said: The beauty of hosted contact centre technology is that it can be deployed quickly, particularly for organisations such as Superpartners that handle millions of super account details and are experiencing significant industry growth.

Given the current economic uncertainty, the number of member calls is likely to rise as members become increasingly interested in the value of their superannuation funds. GSN has enabled Superpartners to enjoy a scalable and flexible contact centre solution and focus on their core business needs, Nick concluded.

ENDS

About
Superpartners

Founded in 1983, Superpartners is Australia's largest administrator for Industry Superannuation Funds. With 1500 employees and offices in every capital city, Superpartners manages around \$75 billion of funds under administration for over six million member accounts. It services five of the top ten largest Industry Superannuation Funds, the largest Eligible Rollover Fund, AUSfund, and a number of smaller Funds.

Superpartners provides a variety of services including core administration, call centre support, member registrations and contributions and benefit payment processing. Superpartners also provides financial reporting, product research and development; technology infrastructure and consulting, and insurance claims support to Industry Super Funds. The Company is beneficially owned by most of its Industry Super Fund clients. www.superpartners.com.au

About Global
Speech Networks

Global Speech Networks (GSN) is Australia's leader in hosted contact centre technologies. Our vision is to deliver innovative and business focused technologies to our customers, while our ongoing commitment to research and development ensures that our solutions undergo continual improvement. Our offerings include fully integrated speech recognition, IVR, ACD and multimedia routing and performance management. While GSNs customers range from small organisations to multinationals and span many different industries, they all share the common belief that excellence in customer service should be at the heart of every organisation. For more information, visit www.globalspechnetworks.com.