

VeCommerce expands business consulting team

VeCommerce Limited (ASX:VCM), a global leader in the provision of natural language speech recognition (NLSR), speaker verification and voice enabled e-commerce solutions, has announced the expansion of its business consulting team. Paul Le Maitre and Harm Ellens have been appointed as Senior Business Consultants responsible for providing business consulting initiatives that are designed to help organisations identify the most beneficial areas in which to implement voice recognition solutions in order to improve customer service and lower operating costs. Paul Le Maitre has an extensive background in providing system solutions within the call centre industry. A Project Management professional with over 16 years experience, he has worked within construction, contract management and IT disciplines and has held program management positions that include call centre consolidation, call centre relocation and strategic customer contact initiatives. More recently, Paul was the Program Manager for AAPT's Customer Front End programme that included the implementation of CRM systems, online customer ordering services and the successful deployment of the VeCommerce developed SmartSpeak voice enabled self-service solution that front ends their call centres. Expanding the company's presence in Melbourne, Harm Ellens is already experienced within the voice recognition industry having previously managed its positioning and introduction within early adopters such as UCMS, Transurban and CityLink. Harm has also developed strategic recommendations and business cases for organisations such as ANZ and Australia Post. Originally from the Netherlands, Harm has worked in a variety of roles in the Australian Call Centre industry and has had articles and commentary published in industry journals such as TelCall and CRM Magazine. There is enormous benefit available to potential customers by identifying the most favourable area of their organisation in which to introduce voice enabled self-service solutions, said Paul Magee, Managing Director of VeCommerce. The skills and experience that Paul and Harm bring to VeCommerce enhance our consulting services team, and I welcome their appointments. VeCommerce has been a pioneer within the voice recognition industry since 1998. Demonstrating that the market for voice enabled self-service solutions is growing, and that its suite of field hardened application modules and mature application development expertise continues to attract ongoing global interest, VeCommerce was recently chosen as a shortlisted entrant in the 'Contributor to Change' category of the UK Trade & Investment International Business Awards, and now has nearly 40 customers in 5 countries around the world. About VeCommerce the future is hear VeCommerce Limited (ASX:VCM), is a global leader in the provision of natural language speech recognition (NLSR), speaker verification and voice enabled e-commerce solutions. VeCommerce's core focus is to provide tailored business solutions, using the latest in communications and speech technologies, that allow organisations to provide their customers with friendly, easy to use and always available voice enabled self-service solutions. VeCommerce clients around the world include: AAPT, Suncorp, Ladbrokes, ASX Perpetual, Pizza Hut, the NSW Motor Accidents Authority, Magna Entertainment Corporation, Westpac, Auckland Co-op Taxis, New Zealand's Ministry of Social Development and TABs Australia wide.

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