
Phillips & Cohen Associates signals growth intentions with major technology investment.

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The UK's only dedicated probate recovery business, Phillips & Cohen Associates (UK) Ltd, has signalled its growth intentions by making a significant investment in the latest, market leading dialler technology from Noble Systems.

Following an exhaustive process to identify the best system available, the Noble Enterprise solution was selected as offering a compliant, scalable and dynamic platform capable of delivering significant efficiencies across multiple communication channels.

Commenting on the investment, Nick Cherry, Site Director at Phillips & Cohen Associates (UK) Ltd, said, "Regulatory compliance and a positive customer experience are at the heart of our business, so finding a highly compliant platform which would facilitate our future growth plans and also deliver process efficiency across all modern communication channels was absolutely essential. Noble's Enterprise platform provides us with a future-proof solution, direct from the manufacturer, which is also scalable to our US call centres with several hundred seats. We are delighted to be working together with Noble who is a global leader in telephony solutions."

Phillips & Cohen Associates (UK) Ltd, which won 3 national credit industry awards in 2010, as well as becoming the founding member of the training partnership, Samaritans Academy, is a full member of the CSA and DBSG. The business specialises in handling sensitive cases and champions its ability to manage difficult contacts through to positive outcomes.

(Source - Phillips & Cohen Associates (UK)/Noble Systems Press Release)