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To whom it may concern,

RE: Telecommunications project April – October

During the early part of 1999 the Information Services department was asked to take control of Forbo-CP Ltd. communications systems. We discovered in the UK we had three systems supplied by GPT and BT that were about 10 years old. The facilities offered on these systems were equally outdated. I started to make enquiries with local 'telecomm' suppliers and quickly came to the conclusion I had a lot to learn. Who to believe?, What was the 'best' options for the ideas that we had?, Would our investment be safe in the longer term?

Jack Turnbull called me and offered his services as an independent consultant. I can only assume that his network of contacts informed him of our activity and interest in this area. We engaged Jack as our consultant with the following being part of the overall brief:

The Cramlington manufacturing site would require the following facilities

- Digital feature and analogue handsets
- Site wide DECT system (Cordless handsets)
- Voice mail with advanced facilities for ACD, available at every internal telephone and external outworkers.
- Call logging
- ISDN delivery via structured cabling to the desktop available on request.
- The Cramlington and Lancaster site to appear to the outside world as one company. Calls could be transferred between sites. One switchboard could cover both site
- Structured cabling for voice and data.

The Lancaster site would have the following facilities which could be upgraded to those deployed at Cramlington at some future date.

- Digital feature and analogue handsets.
- DDI digital trunk lines.

The Forbo-CP Limited pensions site would have the following facilities:

- DDI
- Digital feature handsets
- Voicemail.

Jacks role would be to:

Provide two options with demonstrations.

Offer technical advice and guidance.

To negotiate strongly with the preferred supplier to obtain the least cost/best service.

To take an active part as a member of the project team in all meetings.

To arrange training and coordinate a smooth trouble free changeover.

At time of writing we now have a Realitis DX system supplied by Siemens at the Cramlington (240 analogue 64 digital) and Lancaster (112 analogue 64 digital) sites that were installed without problem. A Hicom server is also linked to the Cramlington PABX serving 24 DECT handsets (expected to increase very rapidly). Our voicemail system continues to be developed in new ways as we learn to use the capabilities. The link between sites has been delayed until later this year due to other IT project deadlines.

The Forbo pensions site had a small Toshiba DK40 installed again completely without problem which to our satisfaction gives extra facilities and costs us less than the old BT system.

Jack works hard, has strong negotiating skills and has wide range of knowledge and a network to call upon. He 'fitted-in' quickly with our team and still remains in touch although the project is complete.

I would not hesitate to call on Jacks services again or recommend him to other companies. I can be contacted at the following.



Alan Lawton
Information Services Manager

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