



**For Immediate Release: 12 August 2009**

**NOKIA SELECTS REGENERIS AS EXCLUSIVE PROVIDER FOR UK CARE NETWORK  
140 Nokia Care Points set to benefit from improved performance management,  
expert training and technical support.**

Regeneris (AIM:RGS) has been selected by Nokia as the exclusive provider of a wide range of performance management, training, and support solutions for the Nokia UK Care Network.

Regeneris was selected following a rigorous market assessment and tendering process. Success factors for Regeneris included an innovative proposition, demonstrable experience delivering service excellence, and a clear understanding of Nokia's current and future requirements.

This new contract builds on the long-standing partnership between the two companies and Regeneris now provides services to Nokia throughout Europe including technical support and high quality repair. Over this period, Regeneris has built up an intimate knowledge of Nokia's products, processes, and understanding of Nokia's industry leading customer service requirements.

Gary Stokes, Regeneris CEO said, "We are delighted that Nokia has selected Regeneris to be their exclusive technical support partner to the UK Care Network. Our solution dramatically reduces lead times for training and development, allowing the Nokia Care Points to service more products on-site, while improving their ability to deliver additional benefits to customers."

David.Woolfenden, Senior Manager, Customer Care at Nokia said, "Both Nokia and Regeneris share common goals, focusing on consumers and our relationship with them. Customer satisfaction, first time fix, timely repair and providing an exemplary service is paramount"

Regeneris will employ new web-enabled support tools to ensure that all Nokia Care Points are trained to support and assist customers efficiently with their service

requirements. A key focus will be the improved performance management of the Nokia Care Network and an enhanced customer service experience.

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**About Regeneris ([www.regeneris.com](http://www.regeneris.com))**

Regeneris (AIM: RGS) is a leading provider of after sales product support services to many of the World's premier technology brands. If a product fails we will fix it, if the product is no longer in use we will find a new market for it and if it is beyond use we will recycle it safely and responsibly. The Company is listed on the Alternative Investment Market (AIM) of the London Stock Exchange, has operations across Europe and Asia, and generates annual revenues of approximately £100m.

**About Nokia ([www.nokia.com](http://www.nokia.com))**

Nokia is the world leader in mobility, driving the transformation and growth of the converging Internet and communications industries. We make a wide range of mobile devices with services and software that enable people to experience music, navigation, video, television, imaging, games, business mobility and more. Developing and growing our offering of consumer Internet services, as well as our enterprise solutions and software, is a key area of focus. We also provide equipment, solutions and services for communications networks through Nokia Siemens Networks.

For more information (not for publication) please contact:

Sarah Bond: [sarah.bond@regeneris.com](mailto:sarah.bond@regeneris.com) or 07789 435100