



Working Together to Improve Out-of-Hours Services

Having the best in customer contact management is critical to effective service delivery, organisational reputation and smart business operations. Our clients have also found that by working with Vangent they can slash out-of-hours operating costs by up to two thirds without compromising customer service. So you too could delight customers and release cash for investment elsewhere - a smart thing to do in today's economic climate!

Vangent's shared services framework provides an effective, bespoke service to our clients' customers – designed around your business processes and delivered to a standard that meets your desired service levels. Whether it's fulfilling customer requests promptly; recognising emergencies and screening-out non-critical routine calls; or making sure that service despatch is affected and the "job" is completed, Vangent can handle the requirement and deliver a consistently high quality customer experience 24 hours a day, every day.

Our project approach and methodologies can very swiftly transition your customer contacts to be handled by Vangent's team on your behalf. From secure state-of-the-art customer service centres we offer great service flexibility, efficiency and transformation by deploying innovative solutions.

Vangent has made a multi-million pound investment in its shared services framework – processes, technology, facilities and a well trained, committed customer service team – and with a pre-eminent sixty year track record of helping our clients achieve some of their mission critical projects, you can feel confident in Vangent to take care of your customers needs. We'll take account of your business needs, protocols and processes, as well as deal with any unexpected customer issues on your behalf.

Currently Servicing...

We service customers all over the World for clients in the public and private sectors: For example, working in collaboration with London's Improvement and Efficiency Agency, Capital Ambition and the London Contracts and Supplies Group, Vangent's shared service has been taken-up by a number of organisations including London Boroughs and social housing organisations.

Intelligent Technology...

Vangent's *intelliCIM* system is used to underpin our service. Designed and delivered by Vangent's own in-house development team, it helps our customer service agents be more knowledgeable, respectful, empathetic and efficient in dealing with your customers.



It also helps us 'script' our contact to mirror your business rules and processes. Part of our implementation process will make sure that we take-on only the necessary data from your systems, and then push-back pre-validated customer contact information, so there is no need for costly and time-consuming duplicate data entry.

Your call....

For more information or to discuss your needs contact:

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Get to Know Vangent, you'll enjoy working with us.