

Case Study – A POST ACQUISITION CONTACT CENTRE

The Company

A business only IT Communications provider with over 15 year's experience. Delivering high availability, low latency business grade IT communications that support robust Internet and inter-site applications.



The Business Challenge

The business was created by the acquisition of two IT Communications companies located on two sites 50 miles apart. Historically each company had its own technical support teams using different back office systems, management style and product portfolios. The decision was made to consolidate these mission critical teams on one single site and perform a complete review and overhaul of working process, practice and procedure.

The Solution

The Andante consultant initially undertook a discovery survey interviewed staff, customers and line managers to identify where the quick wins, risks and longer-term challenges would be. Drawing up a mind map and a subsequent project plan for discussion the proposed solution was socialised and signed off by all members of the management team. The consultant then committed to deliver phase one within 20 working days and phase two within 40 working days. He managed all aspects of the merger leaving the technical support management team free to provide service to customers during the changes. The new technical support centre was opened on time as planned and within the prescribed 40 days the customer feedback indicated substantial improvements to the response and quality of service offered.

The Benefits

The Head of Technical Support said: -

"The consultant from Andante [UK] Ltd provided a clear and methodical approach to his investigations and process recommendations. The processes that were put into place allowed us to focus on delivery of service to customers while ensuring best practice was followed. A key requirement of any change in process is that, it is as transparent as possible to the customer. He worked hard with the team to deliver his changes with little, if any, disruption to the customer. Many of the changes we adopted gave us immediate results and the benefits could be seen immediately".

The Andante Mission

Our professional advisors are committed to enhancing your customer's journey through, your people, your processes and your systems. This is achieved by providing you with best practice, managing change and delivering practical and effective assistance. We have reduced costs, motivated teams and assisted many companies like yours to acquire incremental business, retain customers and lock out the competition.

"Independent, objective, Advice"

Proud to be members of



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