

Telecommunications Company

Enhancing the customer experience

Upgrading technology to ensure a great service



The Client

A leading UK consumer and B2B telecoms provider, known for their great value and flexible offering.

The company provides value for money landline, broadband, fibre, TV and mobile services to UK homes with a simple plan structure, low prices and flexibility.

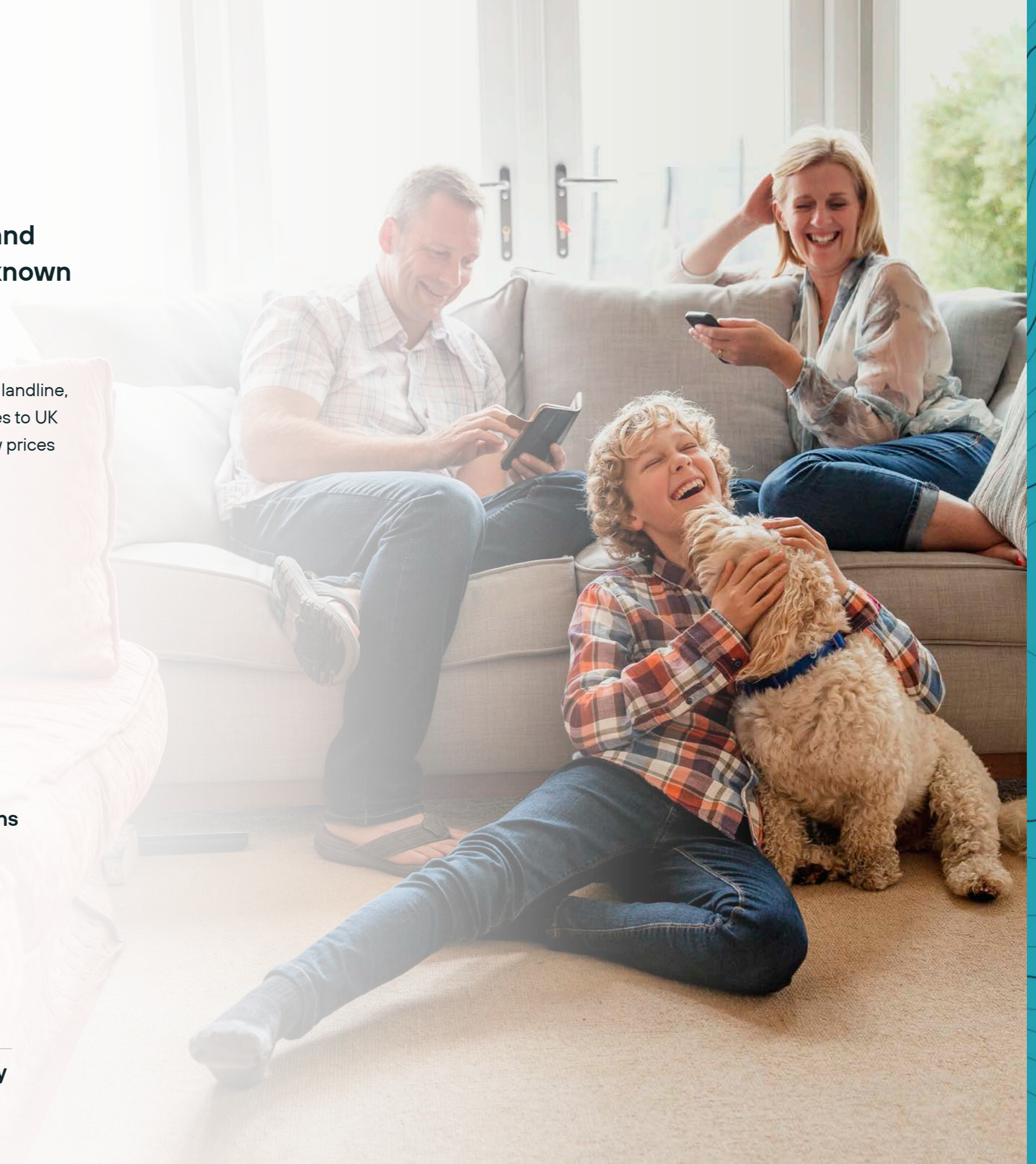
4.2M

Customers

42,600

High speed Ethernet connections

Client Story: Telecoms Company



The Challenge



End of Life

The client had an existing legacy Cisco Contact Centre that was becoming end of life.



Growth Plans

They needed a trusted partner that could help them to create efficiencies and ensure that they were future ready to support the business strategy and growth plans.



Delivering Great Experiences

Reliant on the internal IT team, the contact centre hadn't been patched in a while, so this would need to be rectified. Customer experience is of utmost importance to the client so it is paramount that they have a contact centre that can deliver.

The Solution

Fully managed support.

Following a thorough health check, the Natilik team completed the relevant patches and transitioned the contact centre estate to the Natilik 24/7 Tech Support team. Offering 24/7, follow the sun coverage, the Tech Support team can ensure that the contact centre is managed and supported at any time of the night or day.

As a part of the three year fully managed support contract, Natilik will be providing the client's contact centre with proactive monitoring, remote access support and Tiger reporting. The client will also have the benefits of a dedicated tech lead and service delivery manager to ensure that the agreed upon KPIs and SLAs are consistently met.

Client Story: Telecoms Company





Natilik's approach consisted of:



01. **Design**

Working with the client and listening to their concerns and issues meant that the Natilik team could design a support contract that supports the businesses goals.



02. **Transition**

Starting with a health check and patching schedule, a years' worth of patching was completed in the initial three months.



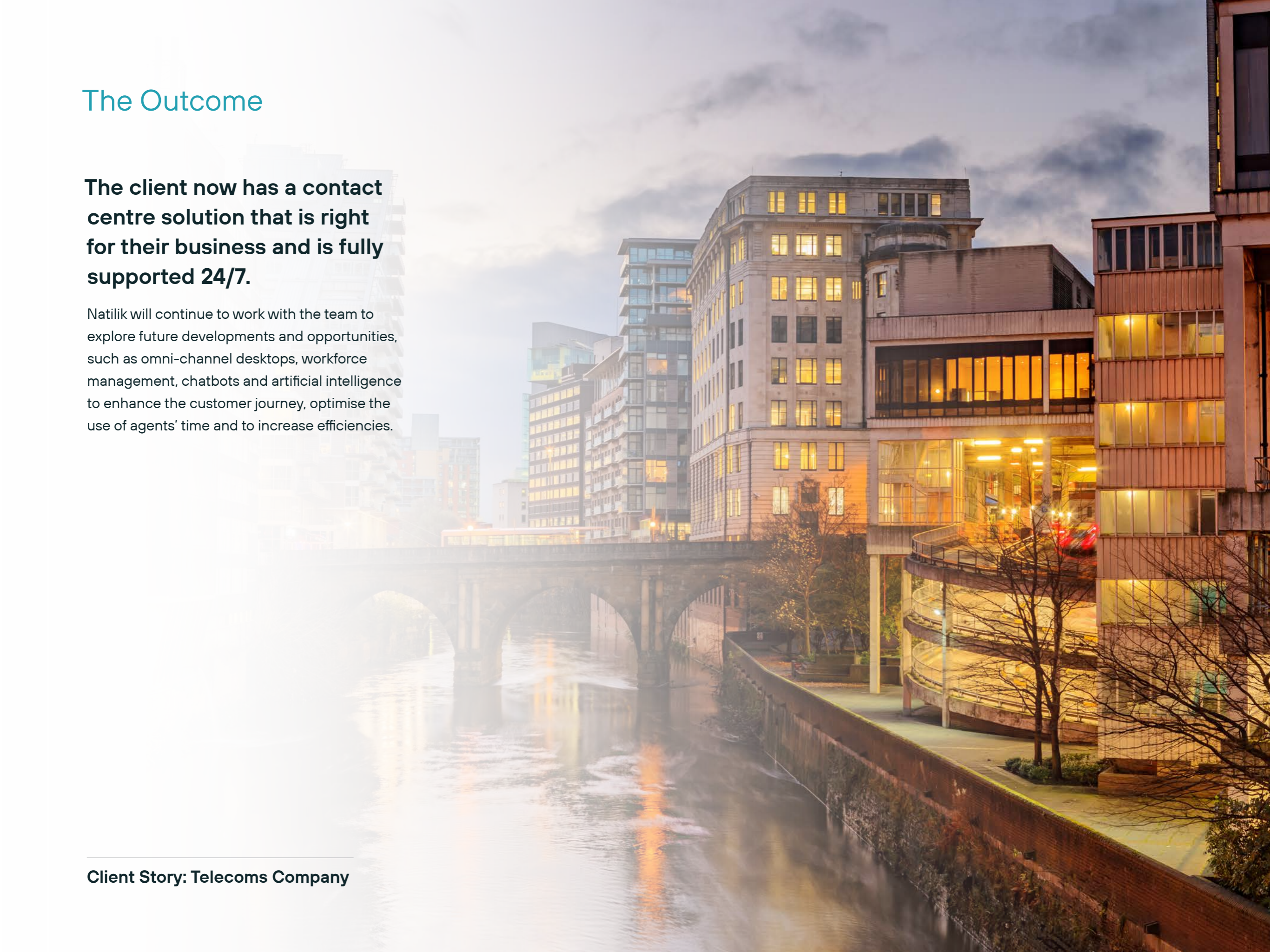
03. **Manage**

Ongoing support and access to Natilik's 24/7 Tech Support.

The Outcome

The client now has a contact centre solution that is right for their business and is fully supported 24/7.

Natilik will continue to work with the team to explore future developments and opportunities, such as omni-channel desktops, workforce management, chatbots and artificial intelligence to enhance the customer journey, optimise the use of agents' time and to increase efficiencies.



Three key project outcomes



Internal resources

Maintaining the contact centre is no longer a drain on internal resources, freeing up the IT team's time to concentrate on other areas of the business.



Fully supported

The 24/7 Tech Support offered by Natilik means that if any issues arise, they can be dealt with in a timely manner with minimal disruption to the contact centre operation.



Future ready

The contact centre is now optimised for future developments, so as the client continues to grow and evolve the contact centre can go along with them.



Begin your journey to transformation today

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