

**TalkTalk
Business**

Getronics

"We were looking for a reliable, flexible call management system and TalkTalk Business more than met our expectations."

Ken Price, Telecommunications Manager, Getronics

talktalkbusiness.co.uk/hostedcc

Call:
0800 954 5707

Lines are open Mon-Fri 9am-5pm

The challenge

Increasing reliability
Increasing efficiency

Handling over 6 million customer calls a year, Getronics wanted to increase the resilience of its UK service desks and add value to its IT workspace management.

The solution

Hosted Contact Centre

Our call routing platform, Hosted Contact Centre, allows Getronics to handle any situation, from normal operations through to full disaster recovery.

The benefits

Getronics can now deal with any unforeseen situation and still place its customers' calls with service agents

Strengthening its service desk operation has allowed the company's proposition to remain well ahead of the competition.

IT outsourcing

Getronics is a global ICT services company and part of KPN, the largest provider of telecommunications in the Netherlands. Offering infrastructure and network-related IT services, Getronics has over 14,000 employees and revenues of €2.2 billion. In the UK, Getronics helps customers such as Barclays, Booker, CSC, Dell and Iceland, to improve business performance through its portfolio of integrated services, covering IT workspace management, connectivity, datacentres and consultancy.

Service desk provision

Workspace services are Getronics' core business, managing the availability and performance of clients' systems that connect and share knowledge between their staff. Providing users with the best platform from which to drive business growth, Getronics offers services ranging from hardware, software and network deployment, to asset management and ongoing maintenance, all working to ensure customers' IT workspaces perform at optimal levels.

A critical part of this service is Getronics' service desk operation which resolves over 6 million customer support calls a year in the UK alone. Dell, for example, asked Getronics to handle all of its customer calls relating to a possible fault with one of its laptop products. All of Dell's customer calls worldwide relating to this issue were dealt with by Getronics.

Demand for increased resilience

Getronics wanted to improve the management of its service desk calls and also increase its resilience, to provide the highest levels of business continuity possible. Service desk offerings rely on being able to answer a customer call whatever the circumstances and have to meet stringent SLAs and guarantees.

TalkTalk Business had already been working with Getronics for several years, providing non-geographic 0800 numbers for the inbound service centre calls. Getronics' UK service centres in Glasgow, Milton Keynes and Rushden all use a Cisco-based network infrastructure with very high levels of resilience built-in. Calls are routed to the three locations according to where skills are located and in line with demand. The existing system could re-route inbound service calls to an alternative location if needed – if a router went down or ISDN line became disconnected, for example – each inbound number would have to be dealt with separately which was slow and unreliable.

"We needed to add more flexibility and reliability to our service desk offering and increase the value of our workspace proposition but at the right cost," explained Ken Price, Getronics. "

"Hosted Contact Centre is completely flexible, so we've been able to create a range of new call plans to cover any eventuality."

Ken Price,
Telecommunications Manager,
Getronics

Flexible call management

Hosted Contact Centre enables Getronics to manage all of its inbound calls online, using a range of call plans spanning normal operations to full disaster recovery. An intelligent call routing platform which requires no expensive hardware installation or network upgrade, Hosted Contact Centre operates over the network infrastructure. This gives users confidence that their voice traffic is being handled in one of the UK's most reliable and robust environments.

Call plans are either activated online via a portal or by phone, so disaster recovery can be activated from any location. In the unlikely event that a problem should occur on the network, some call plans offer alternative routes into the normal Getronics infrastructure, while another routes calls to agents' mobile phones. In the event of a major network problem and Getronics' infrastructure is not available, or if service agents are not able to be in their usual locations due to floods, gas leaks, terrorist threats etc, other call plans come into play so calls reach agents' mobiles, home phones or voicemail.

Service desk improvement

Getronics already had a resilient contact centre network infrastructure but it can now deal with any unforeseen scenario and still place calls with service agents. All the agent needs is an internet connection and a phone. "We used the new system for the first time recently during a major network outage which affected the whole of the UK one weekend. An alternative call plan was activated and it was business as usual," said Price.

Getronics is currently exploring options to expand the use of Hosted Contact Centre to its international operations and is also considering offering it as part of its ICT services for retail banking clients.

"We were looking for a reliable, easy-to-manage and flexible call management system and TalkTalk Business more than met our expectations," said Price. "By adding to our own robust hardware infrastructure with the TalkTalk Business Next Generation Network solution, our service centre proposition has gained a great deal of value – we believe it has placed us well ahead of any competitor."