

customer service transformation

reduce costs, increase revenues and improve
both customer and employee retention





helping your business succeed

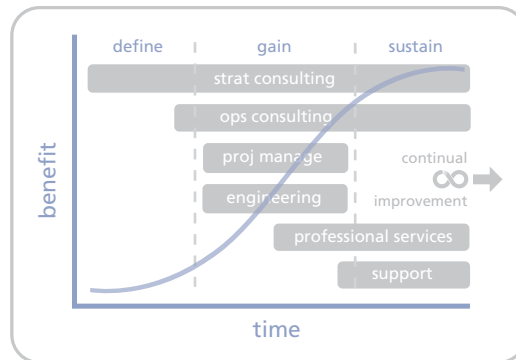
We help the world's leading companies to reduce costs, increase revenues and improve both customer and employee retention within contact centre and other service environments

QPC helps the world's leading companies like Vodafone, TNT and Barclays to improve their business performance by enabling their customer service operations to surpass their operational and strategic goals.

Our consulting, workforce optimisation systems, training and development services have a substantial track record of reducing costs, increasing revenues and improving both customer and employee retention within contact centre and other service environments.

We think that customer service transformation is about more than just providing a solution. We think it's about continual improvement. Helping you define how you can positively impact the service and sales that your organisation provides through comprehensive strategic and operational consulting. Enabling you to quickly gain benefits from the solutions you choose and the changes you make through change management professional services,

rapid engineering and project management. And, supporting the changes through continual training and best practice events, 24 x 7 x 365 help desks and additional consulting so you sustain benefits over time and gain maximum return from your investments.



QPC will help you define, gain and sustain business benefits to get the maximum return from your solution investments

'Vodafone cut their abandonment rate to 1% and reduced resource requirements by 5% to 8% FTE'

IEX TotalView Workforce Management case study



continual improvement

'Edexcel reduced the cost to provide, and created effective delivery of, their BTEC Contact Centre Career Path for learners around the world'

QPC Séntrel Learning Management and eLearning case study

Our continual improvement process seamlessly combines consulting, engineering, support, project management and professional services to make it easy for you to define, gain and sustain benefits for your organisation

Our consulting service teams have many years experience of recommending and implementing change within contact centres and customer service environments. Simply, they are able to ensure that new and existing people, process and technology are aligned to meet your strategic and operational goals.

Integration

With extensive experience of technology integration and our own data capture, reporting and exchange systems we can help enable service oriented architecture (SOA) within your organisation. This integration capability means that you can get the most from our systems by

making them interoperable with your existing technology and protect your previous, current and future technology investments.

Project management

Whatever solution you choose our project management teams will make the introduction process as smooth as possible, guaranteeing we deliver to you on time and on budget.

Support and engineering

Our customer support and engineering services are provided by specialist teams based out of our service centres. Engineering teams install and maintain our systems on site at your convenience. Meanwhile, the customer support help desk fields all your support calls so that an appropriate specialist deals with your software or hardware query. Using advanced help desk systems, we track every enquiry and also facilitate vital communication in order to keep you informed of progress.

To guarantee that you get the ongoing service you require our Service Level Agreements (SLAs) are written to suit your individual business needs. They can be created for both critical and non-critical applications, up to 24 x 7 x 365, for when you require total peace of mind.





Professional services

Uniquely, our professional services team can support the change management process within your business. From managers to team leaders and agents we can identify the concerns that may adversely affect acceptance of your change initiative and provide inclusive communications to smooth its introduction and ensure success.

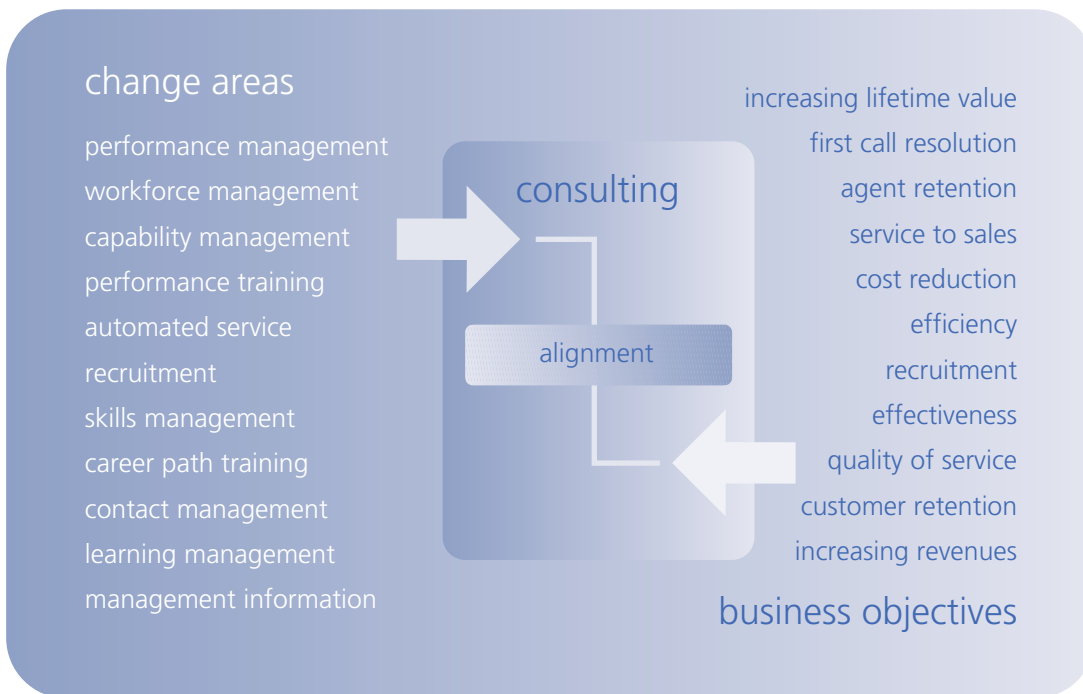
The right training is essential if your people are to use solutions effectively after implementation and beyond. Professional services will also

provide ongoing learning programmes to make sure that individuals, at all levels from management to agents, are given the knowledge they need.

Training can also be based on skills frameworks and an easy to use learning management system that will help you identify what skills are required. This means that the movement of personnel will not adversely affect your organisation's ability to use solutions.

'Currys' review and changes to contact handling across their organisation freed up hundreds of thousands of customer facing hours in stores, increased sales and improved customer satisfaction through better service levels and first call resolution'

QPC Strategy and Operational Consulting case study



Consulting will help you align your organisation with your operational and strategic objectives by making changes through the introduction of new and the refinement of existing people, processes and technologies



relationships matter

We will remain proactive in our relationship with you, distributing solution, industry and best practice news and information through our unique customer communication channels

For us a relationship does not end with a sale, it begins. We will work hard to keep you informed about the progress of your solution with updates and new feature reviews. We will also share information on best working practices to enable you to capitalise on new processes that could be of direct benefit. Our goal is simply to remain proactive in our relationships with you, distributing solution, industry and product news through our unique customer communication channels:

- Quorums - some of our solutions have user forums that are designed to keep you and your staff informed about news and working practices. Quorums feature free regular events throughout the year at which you can meet users from our other customers and share best practice ideas with our professional services team. There is also an exclusive Quorum area on our website that will give you unique and exclusive access to a community forum. Here you can post and find answers to your queries, get news about previous and forthcoming events and gain access to other information about your chosen solutions.

- RSVP - This programme of events will keep you and your organisation up to speed on all that is new in the customer service world. Open to executive decision makers only, each event is held at a select location and features a cutting edge topic for discussion. We invite analysts, businesses and key note speakers from across the customer service industry to spark the debate. These events will give you the opportunity to see how innovation could make a difference to your organisation.

At QPC we know that for a solution or service to deliver it takes a real commitment; a commitment that includes consulting, project management, engineering, professional services and support. The success of our company is based on providing that commitment. A commitment that makes sure solutions continue to deliver benefits well into the future. A commitment that means we can deliver on the promise of transforming customer service to make it better. . . better for your employees, better for your customers, better for your organisation.

'HBOS halved sickness, reduced attrition by 15% and increased the days within service level from 3% to 96% within 6 months'

IEX TotalView Workforce Management case study

our customers

In Europe, QPC provides solutions for over twenty five businesses that are part of the FTSE 100 as well as organisations across the Nordic region the south European mainland and Ireland

abtran
Agilisys
Airmiles
Affinion International
Barclaycard
Barclaycard Business
Barclaycard Monument
Barclays Retail Bank
Barclays Payment Services
Barclays Wealth Management
Bedfordshire County Council
Birmingham Midshires
British Airways FLYLINE
BSkyB
Buckinghamshire County Council
Budget Insurance
Capita
Certegy
Dell
ebookers.com
egg
E.ON
Eniro118118
Enterprise
Fidelity Investments
Garlands
gem
HBOS General Insurance
HBOS Intelligent Finance
HBOS Retail Business Banking

HBOS Financial Services
Hilton Reservations Worldwide
Holiday Cottages
International Financial Data Services
IKEA
Lifestyle Services Group
London Borough of Lambeth
Luottokunta
MBNA
Morgan Stanley
O2
Onetel
OTTO UK
Prolog Connect
Redcats
ScottishPower
Shell
SITEL
sit-up channels
Student Loans Company
TalkTalk
Telereal
The Carphone Warehouse
Thomas Cook Direct
Thomas Cook Signature
TNT
Travel 2
T-Mobile
Vertex
Vodafone

'Halifax General Insurance improved their agents' sales behaviours and increased their average sales by 46%'

QPC Results Sales Performance Improvement case study

QPC - customer service transformation: consulting, workforce optimisation, training and development

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