



## customer service transformation

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





# helping your business succeed

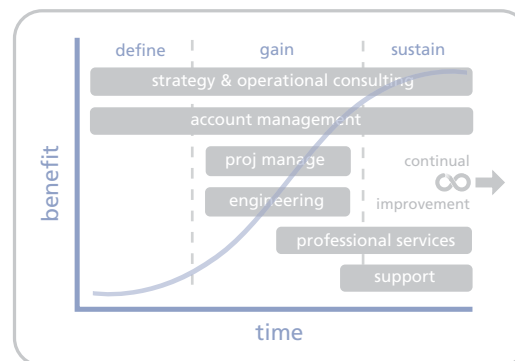
We help the world's leading companies to reduce costs, increase revenues and improve both customer and employee retention within contact centre and other service environments

QPC helps the Middle East and Africa's leading companies like Wataniya and Qtel to improve business performance by enabling their customer service operations to surpass their operational and strategic goals.

Our global contact centre consulting expertise, management information systems (MIS), workforce optimisation solutions and educational services have a substantial track record of reducing costs, increasing revenues and improving both customer and employee retention within contact centre and other service centre 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 through change management professional services, rapid engineering and project management.

Supporting the changes through continual training, best practice events and 24 x 7 x 365 help desks. And, making sure that our relationship with you runs smoothly at all times with careful account management so that you sustain benefits over time and continue to 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

*'Qtel are using a workforce management system from QPC to make sure that the right number of people are available to handle calls - improving service by reducing customer wait times and minimising staff costs for their business'*



# continual improvement

*'Edexcel reduced the cost to provide, and created effective delivery of, their BTEC Contact Centre Career Path for learners around the world using a Learning Management system from QPC'*

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

Our account management and consulting service teams have many years experience of managing and recommending change within contact centres and customer service environments. Simply, they make sure 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.

*'Wataniya are using a workforce optimisation suite from QPC, that includes both call recording and workforce management, to improve call quality, maintain service levels and optimise staff costs'*



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.

*'Dell used QPC's strategy, operational and project management consultants to implement a new multi-tier phone support function which improved service and optimised the cost to serve'*

# about us

QPC in the Middle East and Africa has been established to provide exceptional local support through offices across the region. QPC also works in the North American, European and Asia Pacific markets giving our customers the reassurance that our commitment to local support is backed up by the resources of a world class company working with leading businesses across the globe.

*'The Jumeirah Group are using the BTEC career path training programme on QPC's learning management system to improve the quality of service for their customers'*

|                          |                         |
|--------------------------|-------------------------|
| Australia Post           | National Australia Bank |
| Barclaycard              | National Express        |
| Barclays                 | NHS24                   |
| Cap Gemini Ernst & Young | O2                      |
| Carphone Warehouse       | Office Depot            |
| Citistreet               | Omnifone                |
| Clerical Medical         | Open University         |
| Dell                     | Pitman Training Group   |
| Edexcel                  | Powergen                |
| Energex                  | Primus                  |
| Esure                    | Qtel                    |
| Experian                 | Redcats                 |
| First Direct             | RHL                     |
| Fuji Xerox               | Scottish & Newcastle    |
| Gala Coral               | Scottish Power          |
| Garlands                 | Secure Trust            |
| Halifax GI               | Shell                   |
| HBOS                     | Siemens                 |
| Hilton                   | Sykes                   |
| Hitachi Capital          | Telereal                |
| IFDS                     | Telstra                 |
| Intelligent Finance      | UCMS                    |
| Interflora               | Ventura                 |
| Lloyds TSB               | Wataniya                |
| MBNA                     | The Woolwich            |
| Morgan Stanley           |                         |

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