

customer service transformation

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





helping your business succeed

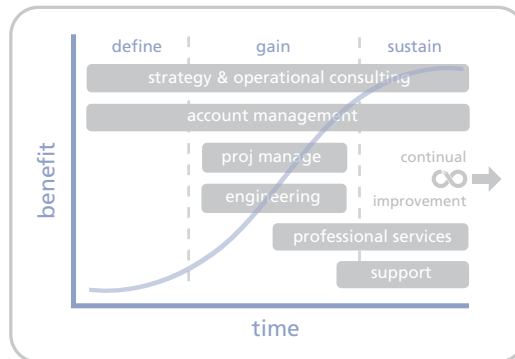
We help the world's leading companies to reduce costs, increase revenues and improve both customer and employee retention within contact centre and other service environments

QPC helps the world's leading companies like O2, Barclays and Cap Gemini to improve their business performance by enabling their customer service operations to surpass their operational and strategic goals.

Our management information, integration, workforce optimisation and capability management systems combined with education and consulting 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. 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

'Barclaycard Business get the right management information from all of their sites for their workforce management system to enable centralised planning and more accurate forecasting and scheduling'

QPC Management Information Gateway case study



continual improvement

'The cost to provide effective curriculum delivery and learning management for Edexcel's BTEC Contact Centre Career Path learners around the world reduced by £15,000 per 1000 students'

QPC Séntrel Learning Management and eLearning case study

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.

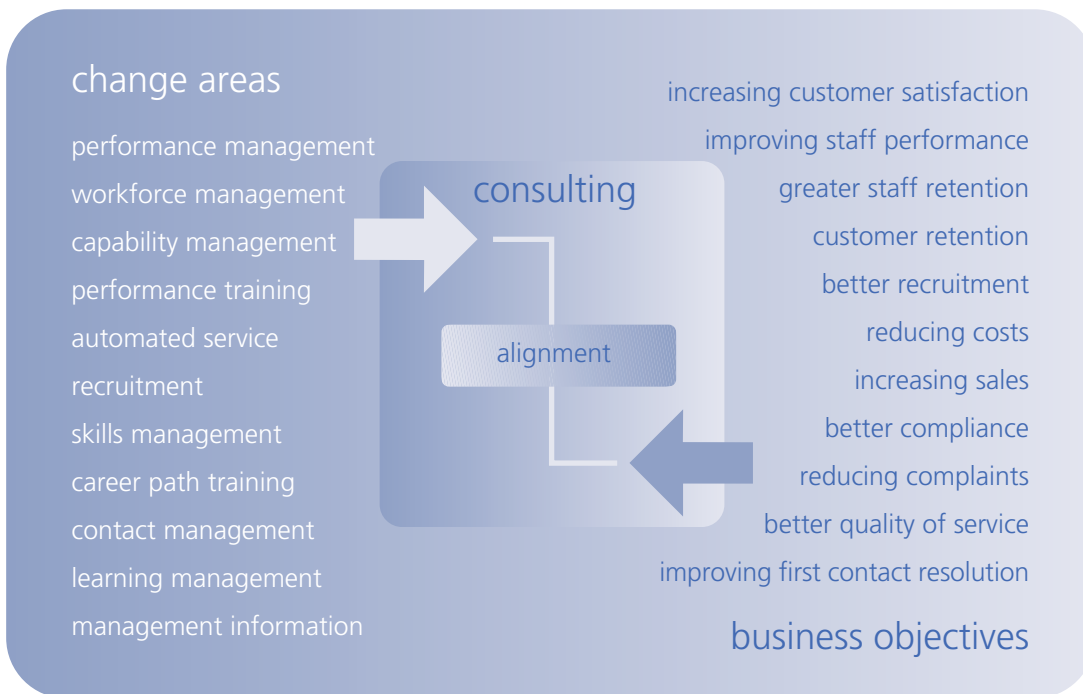
The right training is essential if your people are to use solutions effectively after implementation and beyond. Professional services will also

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.

'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. Our goal is simply to be proactive, distributing solution and industry news and best practice information through our customer communication channels:

- The unique RSVP programme of events is designed to 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.

To spark the debate at these events we invite analysts, businesses and key note speakers from across the customer service industry. They will give you a unique opportunity to see how innovation could make a difference to your organisation.

- At user group meetings, run by our Professional Services team, we will share information on best working practices to enable you to capitalise on new processes that will be of direct benefit.

- Your account manager will keep you informed about the progress of your solution, its new features and their business benefits.

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.

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

IEX TotalView Workforce Management case study

our customers

QPC was established in the United Kingdom in 1981 as Callscan and has maintained its place at the very heart of the growth of the contact centre industry within Europe ever since.

Today, QPC also has offices in North America, Asia Pacific and the Middle East-Africa providing exceptional local support and the reassurance that this commitment is backed up by the resources of a truly world class company.

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

QPC Results Sales Performance Improvement case study

Australia Post	National Australia Bank
Barclaycard Business	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
Esure	Primus
Experian	Qtel
First Direct	Redcats
Fuji Xerox	RHL
Gala Coral	Scottish & Newcastle
Garlands	Scottish Power
Halifax GI	Secure Trust
HBOS	Shell
Hilton	Siemens
Hitachi Capital	Sykes
IFDS	Telereal
Intelligent Finance	Telstra
Interflora	The Woolwich
Lloyds TSB	UCMS
MBNA	Ventura
Morgan Stanley	Wataniya

QPC - customer service transformation

Management information, integration, workforce optimisation and capability management systems
Consulting, career path education, operational training and performance development services

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