

Enterprise

maintaining the infrastructure of the UK

The Matchworks contact management centre – the facility at your disposal

“Fully equipped office space and meeting rooms provide you with the space to succeed”



Award winning premises

In 2002 Matchworks was awarded a Royal Institute of British Architects (RIBA) award for Architecture and the development is one of the most highly praised and valued Urban Splash developments.

Matchworks also received a Civic Trust Award in 2002 and a Liverpool Architecture and Design Trust Award (LADT).

Benefits of our facility at a glance: -

- Scalability
- Excellent location
- Experienced management team
- Large recruitment pool
- Award winning recruitment practice
- Structured training and development programme
- Total managed facility
- State of the art technology to manage staff
- Impressive architecture and layout
- Security accredited centre and management team

Contact:

Mark Sunderland
Enterprise Customer Support Solutions
The Matchworks, 140 Speke Road,
Garston, Liverpool, L19 2PH

Tel. +44(0)151 728 1664
Mob. +44(0)7770 324874
Fax. +44(0)1772 699033
www.enterprise.plc.uk

Background to Enterprise

The Enterprise plc Group is a major support services company. Its chosen markets are utilities, central and local government and large companies. Its top ten clients are BT, EDF Energy, Liverpool City Council, Thames Water, Metronet, MoD – Defence Estates, National Grid Transco (NGT), Severn Trent Water, Whitbread and Wolverhampton City Council.

Enterprise work in close partnership with clients to identify specific areas of service they see as being in need of improvement. Processes and methods are put in place, which seek to eliminate waste and improve efficiency. *Maintaining the infrastructure of the UK*

Our Facility

Growth in the demand for our services has led to the development of a flagship support centre at the Matchworks, Speke. The 50,000 sq ft facility is government security accredited and operates 24 hours a day, 365 days a year.

The centre is specifically designed for a contact management environment. Large floor areas accommodate entire departments with an environment that encourages interaction and open working.

Enterprise believes a first class facility is paramount in attracting and retaining first class staff. On site facilities include fully equipped and air conditioned office environment, subsidised restaurant, break-out areas, showers, parking and games area.

The Matchworks has great transport links by road and public transport which provides a large catchment area for recruitment. The office is within 2 miles of John Lennon Airport, providing easy access nationally and internationally.

Award winning managed facility

Management Tools

Cisco IP telephony system - Telephony from world leaders Cisco includes: automated call distributor (ACD); IVR; in queue messaging; automated call back requests; time of day/skills routing; outbound power dialler; call blending; and multimedia queuing (including fax, e-mail and web chat)

Creates effective customer interactions and management

Witness Recording - All calls are recorded using Witness software. This allows call recording to take place on user defined business rules. Calls can be monitored in real-time with both voice and agent screen activity or retrieved and shared via e-mail at a later date.

Auditable record of activities

Zeacom reporting system - The Zeacom database holds statistics of every contact from the time it arrives at the telephone switch through to termination. Data is available in graphs and tables and can be scheduled to run automatically.

Real-time statistics from Zeacom are broadcast onto plasma screens around the office. The provision of the screens allows agents to view team performance and promotes ownership. Managers are alerted to issues through the plasma screens and the reporting system on their desktop.

Management reports allow individuals to be closely monitored to drive quality and efficiency based performance

IEX TotalView - The workforce management tool aids Managers to make the most efficient use of resources. The system links into the ACD and uses historical call volumes, time of day call distribution, call handling times and staffing information to estimate future call volumes, predict how many staff will be required to handle the contacts and determine schedules that best match the workforce to workload.

Minimisation of wastage and downtime

Work Management Systems - Enterprise has developed a suite of bespoke applications. These include: customer response management system; insurance claims hub; and order management system.

In-house development configured to client needs



Hosted Facility

Enterprise provides you with the space to succeed. A fully hosted facility is available at a fixed cost per desk. This includes site fixed costs such as rent, rates and service charges, as well as furniture, computer hardware and software, telephone handset, communication costs, post facilities and 24 hour security.

Shared facilities available on-site include training suites, meeting rooms, board room (25 seat), restaurant, and integrated photocopier, scanner, fax machine and printers, etc.

Access to a structured training and development plan can be included. This is managed through partnerships with Business Link, Business Liverpool, Learning and Skills Council and local government funded agencies.

Enterprise has an award winning recruitment practice to ensure the best people are selected for the appropriate roles

Allows you to concentrate on the operations element of your business