



Case Study

Air Products opt for Platinum Call Recording Solution

“The customised product and service package from Business Systems has been excellent. On the very few occasions where we experienced problems, the support and response times have been excellent, we can’t fault the service.”

Sara Dawes,
Contact Centre Manager,
Air Products



Air Products Healthcare is a division of one of the largest industrial and medical gases companies in the world. Today, Air Products is the largest provider of the NHS Home Oxygen Service, looking after all the Home Oxygen needs of over 47,000 patients in the UK, operating across the North West, Yorkshire & Humberside, East Midlands, West Midlands, Wales and North London.

Based in Crewe, Cheshire, the Air Products call centre is staffed by over 40 advisors who take inbound calls from patients and clinicians requesting oxygen cylinder refills, help with their equipment and general advice. Outbound calls may be made should an issue arise with regard to delivery.

Air Products understood that implementing call recording as a new operational tool within their call centre required an all-encompassing solution and selected Business Systems for the task. The key criteria of the project being: application objectives, system specification, project implementation and on-going service delivery.

Accuracy and skill required by an advisor is essential when working within the call centre. The VocalMaxPro provided by Business Systems was found to meet the needs of Air Products. The VocalMaxPro records all inbound and outbound calls; its design is single-server which minimises points of failure and it provides failsafe recording ensuring that every interaction is automatically backed-up. Detailed call information can be extracted quickly and easily ensuring advisors can retrieve the data they need, when they need it.





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Air Products opted for Business Systems' platinum support package, which is tailored exactly to their requirements.



The call centre operates 24 hours a day, 7 days a week and handles over 44,000 calls per month. Air Products opted for Business Systems' platinum support package, which is tailored exactly to their requirements. This gives them access to a full out-of-hours support team consisting of an Engineer, Technical Specialist and Duty Manager plus a full system health check visit every month.

Sara Dawes, Contact Centre Manager at Air Products commented: *'The customised product and service package from Business Systems has been excellent. On the very few occasions where we experienced problems, the support and response times have been excellent, we can't fault the service.'*

The VocalMaxPro has also been a valuable tool for training and coaching Air Products' advisors.

It is evident from the way that the organisation is using the call recording system that they have put patient care at the top of their priorities.



About Business Systems UK Ltd

Business Systems is the UK's largest independent provider of market leading call, screen and VoIP recording solutions. The company offers unbiased advice on the 'best fit' solution from industry leading manufacturers accompanied by fully project managed implementation, consultancy and maintenance services.

Professional services include assistance in implementing quality monitoring and advanced analytics programmes or enhancing existing ones whilst setting up measurable objectives to ensure a speedy return on investment.

Business Systems, services and maintains tens of thousands of channels in the largest call recording installations across call centres throughout the UK and in over 40% of London's Financial District.

All professional services are offered directly from in-house service personnel certified by various partners including NICE systems. Business Systems is also ISO 9002 accredited ensuring all services delivered are of the highest quality.

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