



Case Study

Flexibility, innovation and trust underpins Ventura managed service model

“Business Systems has gone beyond the traditional role of managed service provider offering Ventura best of breed innovative solutions, on-demand support, flexibility and stability ensuring that Ventura’s needs and those of our clients are met efficiently with measurable results.”

Andy McKenzie,
Head of IT,
Ventura



As a wholly owned subsidiary of Next plc, Ventura is the largest UK owned customer management outsourcing company. With over 40 years of experience the company’s call centre operation employs approximately 8,000 staff and manages 80 million contacts and transactions every year.

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In looking at the spread of call recording and analytics requirements for their key clients, Ventura knew that providing the optimum solution to each client was never going to be an easy task and so turned to its long-term partner Business Systems, for a managed service that would address the individual needs of each client.

The flexibility offered by the service ensures that Ventura can deliver the best solutions to their clients, these range from basic call capture and retrieval functions to fully tailored analytics services which provide valuable insight into the customer/agent interaction process.

The managed service model provides Ventura with a competitive edge, ensuring that it can embed itself into the very ‘fabric of the client’ in order for customer relations to thrive and grow regardless of economic circumstances.

The managed service model has different layers of complexity, it enables Ventura to offer their clients a solution to match a specific or unique requirement and then pass the responsibility to Business Systems to create, implement and manage all aspects of the project.

 **businesssystems**



Case Study



Traditional elements of Business Systems' services are also deployed at the Ventura sites which means that remote systems monitoring is provided, thereby safeguarding against errors and system failure on a round-the-clock basis.

Working with Business Systems' personnel, Ventura gain access to specialist knowledge and operational expertise; thereby greatly reducing the time taken to implement new business applications, as well as keeping abreast of the latest software updates and technology.

Ventura prides itself on cost-effective systems management and keeps costs down in order to pass these savings on to its customers. Business Systems provides Ventura with a competitive financial package using structured pricing so they know how much to quote a customer during the proposal stage with little input needed from Business Systems. Even in fiercely competitive situations with very strict budget criteria it is unusual for Ventura not to be able to offer its potential customers a winning solution under the managed service arrangement; as an independent systems provider Business Systems have an impressive array of technical solutions without the restrictions and limitations of single source providers.



According to Andy McKenzie, Head of IT at Ventura *'Business Systems has gone beyond the traditional role of managed service provider offering Ventura best of breed innovative solutions, on-demand support, flexibility and stability ensuring that Ventura's needs and those of our clients are met efficiently with measurable results.'*

Business Systems' call recording solutions have assisted Ventura in adhering to FSA and other compliance regulations, achieving advances in quality management whilst driving operational improvement. Similarly, the implementation of voice analytics has given Ventura's customers the ability to analyse calls leading to improved performance, delivery against objectives and gain further insight into business and customer drivers.

Business Systems UK is positioned as Ventura's trusted advisor offering expert knowledge and independent advice about current and future call recording and voice analytics technologies. In summary, the combination of bespoke interaction recording solutions, advanced analytics capabilities, unrivalled professional service skills delivered via a rapid and proven deployment methodology, positions Business Systems as the Ventura business partner of choice by providing a truly managed service.

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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