



Professional Services

Business Systems has specialised in call recording and related technologies over the last 20 years and today ranks as the UK's most experienced provider with in-house expertise covering:- systems design, implementation and ongoing service delivery and support.

Technical Services Division

Over 60% of company personnel reside within the technical services division of the business.

This comprises the professional services department: which includes the project management team, pre-sales technical consultants and application development team: the customer support department incorporating a customer service centre and technical support engineers: and the training & consultancy department incorporating a systems trainer and business solutions consultant.

With around 25 engineers and 5 Prince II certified project managers operating across the UK the company is well placed to provide support regardless of location and has a number of onsite engineers providing fully managed services to several clients.



The company has a proven 24-hour service facility with 365 day support capability. All technical personnel are direct employees of the company and Business Systems has in excess of £500,000 spares holding ensuring excellent turnaround times against agreed SLA's.

Business Systems is multi-manufacturer approved and has received accreditation and certification to the highest standards on all associated product ranges. The company has also received endorsements from manufacturers as the service model to adopt for any other suppliers they engage with.

Four Levels of Support

Business Systems provides a four level customer support structure ensuring projects can be escalated as required. These include:

1. Technical Support Centre Agents

Located in-house the agents acts as the focal point for all customer requests with full access to 2nd and 3rd line support personnel for fast escalation of cases and responsibility for case and SLA monitoring.



Services

The Business Systems full range of services include:

- quality management & technical consultancy
- service maintenance with bronze, silver & gold support
- assistance with office relocations
- european partnership alliance – overseas support
- health checks and call outs
- systems training
- spare parts supply
- upgrade and buy-back programmes
- fully managed services



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2. Field Service Engineers

Business Systems provide dedicated voice recording specialists with data processing, networking and systems expertise. Certified by major recording manufacturers our engineers regularly undergo high calibre training to ensure the quality of service provided remains extremely high.

3. Technical Specialists

Provided with a high level of expertise in the voice recording industry our specialists offer both in-house and field support and have a high level of PC and applications skills as well as product expertise with direct links to manufacturers at design level.

4. R & D Monitoring

4th line support monitors bug fixes and product development undertaken by the manufacturer at the request of the customer. For specialist product development and enhancement, technical specialists and a manufacturer R & D liaison can be provided to implement appropriate solutions and provide regular progress reports to customers.

Performance & Continuous Improvement

Business Systems recognises the importance of determining goals to achieve an exemplary customer service standard, for example our service centre is targeted on picking up calls via a human operative within a certain timeframe. This has led to performance metrics indicating that 95% of all service calls received gain a technical response within 1 hour and for those cases given a priority 1 status this rises to 100%.

Many of our customers also receive a quarterly service review where together we assess the performance of our customer service centre, engineers and resolution of queries. Similarly Business Systems regularly provides 'balanced scorecard' meetings with our customers to ensure continuous improvement in, not only our processes, but also our approach and focus on our customers business goals and objectives.

Summary

Business Systems offers the highest quality, best value for money professional services in the recording industry. Each implementation ranging from the smallest upgrade through to multi-site mission critical implementations, receive full project management, ensuring schedules remain on target, continuous performance tracking and guaranteeing the correct resource is deployed.

Find out more about Business Systems at www.businesssystemsuk.co.uk

