

# INGEUS

INGEUS IMPROVES PRODUCTIVITY, ENSURES COMPLIANCE AND ADDS AT-HOME AGENTS WITH CLOUD CONTACT PRO

Founded in 1989, Ingeus is a founding member of the UK's B Corp community of for-profit companies committed to social purpose and environmental impact, certified by the nonprofit B Lab to meet rigorous standards of social and environmental performance, accountability, and transparency.

Ingeus works with over 100 partner organizations to deliver a wide range of services, from national employability and training programs to specialist support for local communities.

The Ingeus Group employs more than 2000 people in 11 countries, 150 offices internationally, and in 2014 became part of Arizona-based human services provider Providence Service Corporation.

## CHALLENGE

Ingeus is the second largest provider responsible for the National Citizen Service (NCS), a flagship government program available to all 16 and 17-year olds in England. Each year the company contacts young people throughout three regions – Nottinghamshire and Derbyshire, Essex and Hertfordshire, and Merseyside and Cheshire – to offer them the opportunity to participate in a transformative course that helps build skills for work and life while having fun during school holidays.

With a government target to reach as many families as possible, the lack of an outbound dialer solution meant that the NCS contact center team was spending up to 70 percent of its time just trying to get through to potential participants. Ingeus needed a dialer solution that would speed up connections and enable the team to be more productive.

The solution would also need the capability to process payments with complete compliance per all relevant regulation. To that end, Ingeus required a high level of security to protect consumer data and aimed to meet the most stringent requirements for government contracts.

## SOLUTION

"We reviewed all of the dialers in the marketplace, but West offered significantly better functionality than others we reviewed," Ian Gibson, Customer Service Director explained.

"Not only did it provide best-in-class dialer functionality, but West Cloud Contact Pro also came with an integral inbound multichannel contact center. Effectively it gave us access to a contact center in a box. We also liked the fact that as a cloud-based platform, Cloud Contact Pro was a very cost-effective option with built-in future-proof capability."



## CLIENT

- Works with 100 non-profit partner organizations
- Delivers wide range of services

## CHALLENGE

- NCS - government target
- Lack of outbound dialer solution
- Limited connections and productivity
- Payment processing and compliance
- High level security to protect consumer data and meet stringent requirements for government contracts

## SOLUTION

- Cloud Contact Pro with integrated inbound, multichannel contact center, plus:
- Best-in-class dialer functionality
- Quality Management System
- Contact Flow Editor/Decision Trees

## IMPLEMENTATION

- Dedicated and responsive project management
- Post-implementation Success Manager to ensure Ingeus the best possible return on investment

## RESULTS

- 70% increase in productivity
- Improved customer experience
- Met challenging contractual targets
- Able to employ remote agents

Ingeus uses the dialer capability across all outbound contracts for sales and marketing campaign outreach as well as collections activity. In addition, Ingeus is using the Cloud Contact Pro platform to introduce blended contact channel delivery with a single contact queue comprising inbound, outbound and emails, which improves efficiency and performance. The company also takes advantage of Cloud Contact Pro's Quality Management features to review calls for compliance and accuracy, and they use decision trees to support accuracy of information and training support for new hires.

## **IMPLEMENTATION**

"The process of implementation and deployment was very good and professional. With a dedicated and responsive project manager, the entire process went very well," commented Ian Gibson. "I also liked the whole concept of success managers, working proactively so that we get the best out of the solution beyond sale and implementation – it adds so much value."

## **RESULTS**

Productivity increased by as much as 70 percent with the team now able to spend most of their time talking to course participants, rather than trying to get through to them. With courses held during school holidays, the Ingeus team has a limited window of opportunity to fill places, but West Cloud Contact Pro dialer was integral to the team meeting its challenging contractual targets. It also gave the Ingeus customer service operation the ability to employ work from home agents to make calls between 4 and 8 pm, the peak period for reaching young people.

## **WANT MORE INFORMATION?**

Contact our dedicated Cloud Contact Center experts: 855.544.0455

For further information on West Cloud Contact Pro, please visit our website [here](#)