

Background

Congestion charging, as a means of improving the flow of traffic in Central London, received a great deal of initial publicity and generated much media comment. The Mayor's office successfully brought together a number of initiatives which resulted in the easing of traffic congestion. One in particular had a significant role in actually speeding up traffic movement and it is a project which depends on *mplSystems*, 24 hours a day.

TICKET TO RIDE

Almex, a major worldwide ticketing systems provider, won a long-term contract with London Bus Services Ltd (LBSL) to provide the ticketing system which forms an integral part of the "Pay Before You Board" (PBYB) scheme.

At inception, it was recognised that the PBYB scheme would be new to most travellers. Therefore, an integral part of the contract entailed the provision of a Helpdesk service for passengers who were having difficulty using one of the roadside ticket machines (RTM) installed by Almex. A further requirement was for callers to be able to report faults or incidents involving the ticket machines.

mplSystems was chosen because of the high degree of flexibility and scalability inherent in both its software and network of contact centres, which allowed for a cost effective service to be provided at all stages of the scheme's growth.

ALMEX

mplSystems' unique contact centre and CRM application manages clients' inbound calls and automates any subsequent action that may be required. It is this framework which would allow *mplSystems* to design, build and manage a call handling application, tailored to meet Almex's evolving requirements.

From the outset, *mplSystems* made the Helpdesk service available on a 24/7 basis, arranging refunds of lost payments to passengers and providing an emergency response line.

For these two elements to work, the Helpdesk Customer Service Representatives (CSRs) would also need to be able to identify specific RTMs, establish the nature of the problem and notify a roving duty engineer in the instance of a faulty machine.

mplSystems CSRs manage these requirements by using flexible data search facilities which allows them to identify machines from often very sketchy information given by the caller. Those machine details can then be sent to the engineers' PDAs using web services technology, enabling Almex to meet their commitment to attend to a machine fault inside one hour of notification.

To ensure an "always on" availability, *mplSystems* responds to callers across two geographically separate contact centres, with calls seamlessly mirrored across those two locations using its patented VSolP™ technology and network.

The number of installed machines is rapidly escalating and Almex is now set to increase the size of its team of engineers over the course of 2005, perhaps doubling the number of field based staff. They are delighted in their choice of helpdesk partner and *mplSystems* looks forward to working with them as they continue the roll out of their ticket machines.



Benefits

- o **SPEED** Instant fault reporting to Almex engineers' PDAs means rapid response times.
- o **FLEXIBILITY** The daily peaks and troughs in call volumes are easily catered for by *mplSystems'* technology.
- o **RELIABILITY** Almex have SLAs to meet and can rely on *mplSystems* to always be there.