

Facilities management client helpdesk solution

John Laing Integrated Services is a leading facilities management business, providing consultancy and services from bidding, through project initiation and design, on to operational services to public and private sector clients in education, rail, police, housing, health and waste.

The company needed to establish a reliable and resilient helpdesk service for their clients and chose **MPL i contact** as the technology to underpin this service.

Rapid deployment of functionality

i contact was chosen because of its ability to be rapidly implemented with full contact centre functionality as well as customer interaction application designed to fit around the organisation's customer requirements and existing systems and infrastructure.

The i contact solution has allowed John Laing to rapidly bring on-line a helpdesk facility with integral overflow capacity and disaster recovery capabilities. The 6 week installation phase included connecting with mplsystems' existing network of Message Pad outsource contact centres along with training for both John Laing and overflow helpdesk agents.

Customer interaction applications

mpl systems' approach of creating customer interaction applications within the contact centre allows them to be designed around the agent's requirements whilst focussing on specific customer orientated business processes. This has enabled John Laing to assist two new major customers with critical and technically challenging services.

These John Laing customers now benefit from key elements of i contact including trouble ticketing, workflow, digital call recording, reporting and data analysis, all provided through the John Laing helpdesk.

Business benefits

- ✓ Flexible technology to meet client needs
- ✓ Greater capacity for handling client calls
- ✓ Inherent resilience to protect clients' business

Paul White, CEO of mplsystems:

"Understanding how critical responsive customer service is to an organisation's operations has led us to develop MPL icontact. It has been designed specifically with the ever-changing requirements of the end-user in mind. The John Laing installation proves how successfully icontact works with a myriad of client and technology demands."