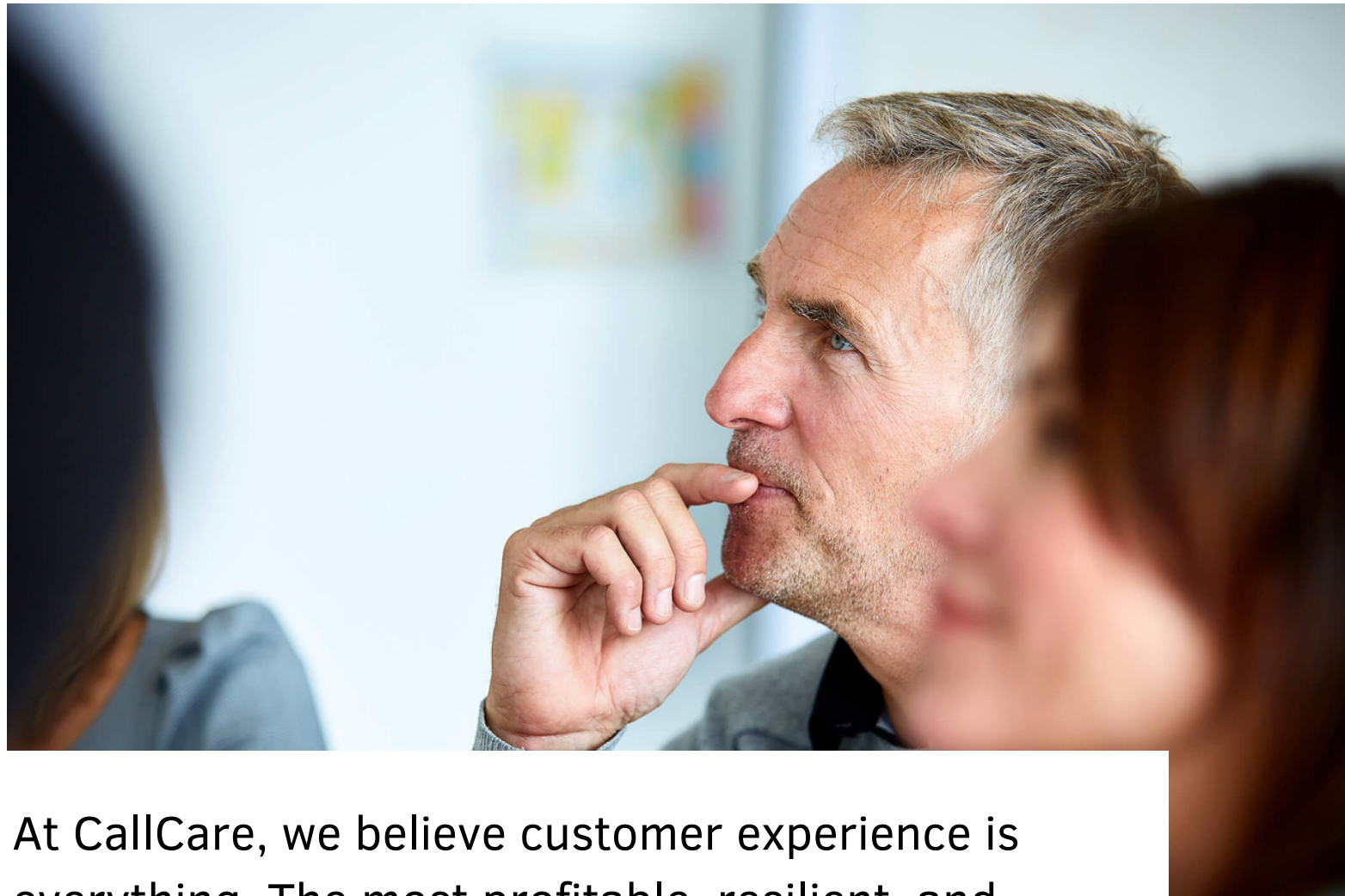


Call Care

Shaped Around Your Customers, Shaped Around You

An expert outsourced customer service and contact centre partner. Working alongside you to build a stronger, more resilient future for your business and brand.

Introducing CallCare



At CallCare, we believe customer experience is everything. The most profitable, resilient, and successful businesses are those that offer a competitive, unrivalled service all day, every day. That is why CallCare provides your business with the 24/7/365 support and care you need to always be switched on and ready to help.

Alongside increasing demands and expectations on businesses, we help you maximise your service to become a more productive and profitable business with a stellar reputation. 54% of customers admit to having higher customer service expectations than they did just a year ago. And this is a trend that shows no sign of slowing down.

A seamless extension of your brand, we provide UK-based, multichannel support. With hundreds of highly skilled and experienced operators, we provide a premium service to match your own internal staff.

Our number one goal is to maximise efficiency and productivity with no sacrifice on quality of service. The success and growth of your business is our chief concern. And we bring the extensive insight, experience, and industry knowledge needed to help you get there.



People

At CallCare, we're passionate about people. Whether it's our staff, clients, or your customers, we're always happy to go above and beyond to leave a positive, lasting impression and to exceed expectations.

We invest in staff training, and pride ourselves on providing operators who bring positivity, warmth, and complement your brand - reflecting your values and personality.



Relationships

Nothing matters to us more than forging long-lasting, productive relationships. Both relationships between your business and CallCare, and CallCare with your customers.

We approach each of our clients individually, recognising the unique challenges and obstacles that have previously held you back. We work closely alongside your internal staff to identify the systems and solutions that can unlock potential across your organisation.



Technology

We believe the future of business lies in technology and innovation. That is why we are always investing in technology that enables us to be better and work harder for our clients.

With our support, you can future-proof your business to be more resilient, hardworking, and profitable. We draw on our own experience, insight, and industry knowledge to get you exactly where you want to be.

Bespoke, tailored services

94% of our clients cited our quality as the main reason for continuing to partner with us.

We work alongside you to identify what your business needs most. Working in close collaboration to put the necessary processes and systems in place to elevate your business to the next level. Everything from your call process and scripts, to call triage and emergency protocol will be an open collaboration between our staff and yours, finding your perfect solutions.

Together, we will identify the gaps in your current setup and make suggestions on ways to improve and maximise productivity, time management, and customer experience across the board.

We can be as involved as you need us to be. Whether you need our full, constant support or just for us to pick up the slack as and when we are needed, we are here for you.



At CallCare, we strike a balance between knowledge, speed, and price.



Specialist Solutions

Customer Services



Through our customer services, our highly skilled operators become a seamless extension of your brand. We are always on hand to provide premium customer service to your customers, exceeding their expectations, and providing the support necessary to keep your business productive and growing.

96% of people feel customer service is an important factor in terms of brand loyalty. While service ranks as the number one contributor to building trust with a brand.

All our customer services enable you to better manage your internal staff's time, freeing up space to take care of core business operations. All while providing confidence that our operators are providing a consistent, competitive customer experience.

Our customer services include:

- Customer service lines
- Outsourced call centre
- Order request call handling
- Telephone answering service
- Outsourced live chat services

Incident Management



Our incident management services provide you with peace of mind that your business and customers are always taken care of.

If problems arise or unexpected challenges are thrown your way, we provide the consistency and in-depth support to keep your customers happy and your business running smoothly.

When things go wrong or systems fail is when a business is most at risk for reputational and financial damage. That is why we are always switched on and ready to take over, solve the problem for you, and get everything back on track.

Whether your systems fail, your customers need out of hours support, or you need an emergency engineer callout, our staff are fully trained in managing expectations, prioritising support, and problem solving customer queries.

Our incident management services include:

- 24-hour helpdesk support service
- Disaster recovery/continuity
- Emergency engineer callout
- Incident handling

Receptionist Services



We offer professional, remote receptionist services that ensure your business can always deliver your best. Whether you need out of hours cover, support for low staff levels, peak hours, or overflow management, we make it so there is always someone for your customers to speak to.

After one negative experience with a brand, 51% of customers would avoid them in the future. This is why our flexible services look to significantly reduce the amount of calls left waiting, unanswered, or sent to voicemail. If your customers are awake, we will be too.

Our receptionist services include:

- Absence/overflow cover
- Diary management service
- Virtual receptionist
- Virtual switchboard

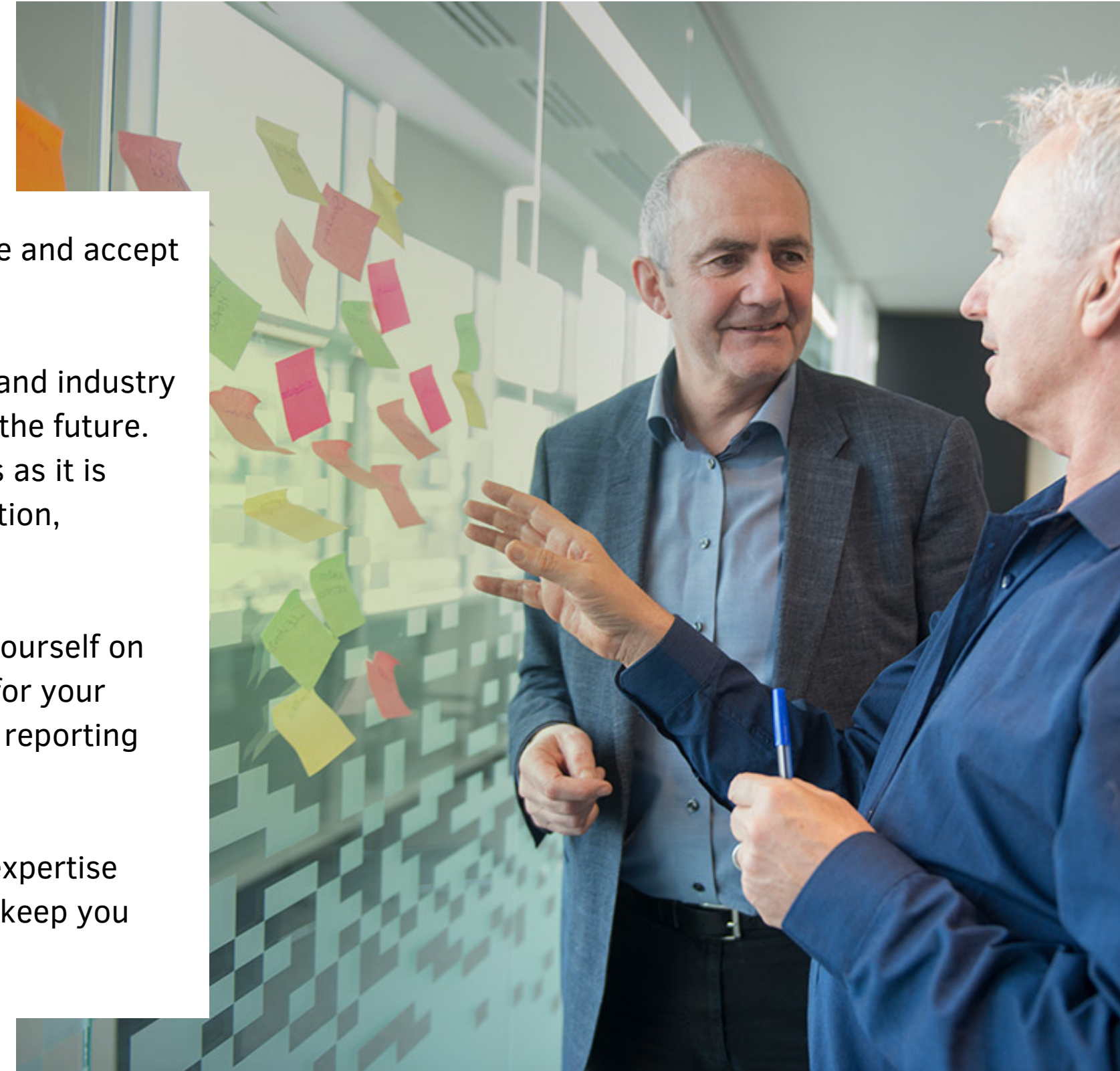
Business growth

Brands are viewed more favourably by 77% of consumers if they proactively invite and accept customer feedback. That is why we are all about progress and improvement.

We combine internal insight of where your business is now with powerful metrics and industry benchmarks to help you continually improve and develop your business long into the future. By collecting data and insights, we can build a full understanding of your business as it is right now. Providing information such as pick up rates, hold times, and caller location, amongst others, helps inform future strategies and identify customer pain points.

Then we can create metrics to set a baseline and identify what you can measure yourself on moving forward. Whatever you need to focus on to ensure longevity and success for your business, we help you take a proactive approach to business growth with tailored reporting that puts the information you need at your fingertips.

We help you understand where you sit amongst your peers. Drawing on our own expertise and experience, we use your business, competitors, and industry best practice to keep you ahead of the curve.



CallCare

Let's work together

Working with CallCare puts your customers at the forefront of your business. We are an investment in your future growth, success, and development.

Get in touch today to learn more about what a partnership with us could look like.

0345 055 8444



INVESTORS
IN PEOPLE