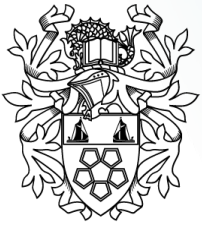


CallCare



**London
South Bank
University**

EST 1892

London South Bank University is one of London's largest and oldest universities. Since 1892, they've been providing vocationally-relevant, accredited and professionally recognised education.

The problem

London South Bank required CallCare's Disaster Recovery service after experiencing a power outage the evening before Clearing.

Our solution

Having already put in place our Disaster Recovery measure with London South Bank, we were able to start answering London South Bank's inbound clearing calls within 15 minutes notice. CallCare handled 1,841 calls from 7am when transferred over to CallCare and throughout the day, up until London South Bank were able to start taking inbound calls again.

Since our initial support to LSBU we were further required to handle their inbound calls and provide a message taking service, as well as annual support with their Clearing lines.

'CallCare have been our Clearing contingency partner for several years now, and each year they deliver the same consistent high level of service.

Their pre-planning for our operation is second to none, with clear transparent communication at every stage, which leaves me full of confidence to launch our Clearing campaign each year.

If HE institutions do not yet have outbound contingency plans in place, then I highly recommend CallCare for their contingency solution.'

Daniel Cottington
Manager - Operations & Customer Service