

Subscription Retention Services

Our expert subscription retention call handling services will ensure your customers receive a world-class, full brand extension customer experience that keeps them coming back for more; leading to increased revenue and upsell opportunities.

Marketing and Fulfilment Services

Through our end-to-end customer experience solutions, we also have the expertise to deliver scalable fulfilment services and timely marketing communications that keep customers satisfied and feeling valued; particularly during surges in cyclical demand.

Subscription Retention Call Handling

We offer flexible and scalable inbound and outbound call handling services that can reduce your costs and significantly improve your customer retention, first contact resolution, ROI and net promoter score through our expert, multi-skilled teams.

Omni-Channel Services

Our multi-channel contact centre services will enable your members to communicate round-the-clock through their channel of choice, whether that is phone, e-mail, live chat, social media, SMS or IVR; delivering a totally integrated customer experience.

YOUR BENEFITS

Scalable infrastructure

Highly flexible operating models to cover contact volumes regardless of the size of your contact centre service requirements.

Seamless brand extension

We work closely with you to ensure we fully understand your organisation's culture, processes and contact centre objectives.

Multi-skilled teams


All of our team members undergo regular and extensive contact centre service training delivered by our in-house team of expert coaches.

CLIENT SUCCESS STORY


David Lloyd

British leisure business David Lloyd needed help with their prospecting and customer retention call handling services. The client wanted us to act as a full brand extension and deliver their customer services in a way that reflected their company culture and values. The primary goals were to increase membership retention rates and overall customer satisfaction.

We created a dedicated and fully branded contact centre environment, where cost-effective call and email handling services are made by our skilled operators. Our highly flexible centre has scalable capacity to manage seasonal activity peaks and has successfully helped the client increase its memberships each and every year.

 **£2.4 million**
sales generated in 2016

 **75,000+**
calls handled in 2016

 **20,000+**
email enquiries in 2016

