

Case Study

Herts Insurance Consultants Expanding Contact Centre



Herts Insurance Consultants is a well-established broker that employs around 250 staff in three offices in Bishop's Stortford, Hertfordshire. The rapidly expanding insurance company has been a client of VSL for 15 years, and we support the entire team across all three sites.

As the company has grown, the telephone system has always needed to be incredibly flexible, allowing for quick expansion in the number of users, with fast and efficient telephony for internal and external calls a given.

But, at the beginning of 2018, a culmination of the customer running out of capacity on the existing phone system and the hardware manufacturer stopping support in the UK meant that a new solution was required.

Challenges and Opportunities

With a large contact centre of around 200 users supporting the customer service department, the insurance company handles thousands of calls a day, many of which need to be logged for compliance and Statements of Fact.

There is also the awareness that customer attitudes have changed towards communication channels and there is a growing need to accommodate users who want to use different platforms to get in touch, such as on screen chat.

Solution

The company moved to an on-premise solution from Mitel called MiVoice Business, which is a virtual solution that runs on the companies existing VMWare infrastructure. In terms of scale, the system can manage up to 130,000 users across multiple sites, offering a true on-site unified communications and business phone system that is future-proofed against any continued expansion.

The system works alongside The Mitel MiVoice contact centre solution and MiVoice Call Recording, which is helping the company to unlock the full potential of their customer experience with valuable insights into every interaction with recording solutions, which are used for Statement of Facts, quality control, team audits and training.

Due to the collaborative nature of the Mitel environment, the company has also integrated a Live Web Chat feature from Talkative into their website which joins up the customer experience directly into the contact centre for true omnichannel customer contact.

This, in turn, is helping them to learn more about the specific interactions that customers need and transform their customer service experience, whilst controlling a compliant environment for GDPR, FCA and customer data privacy.

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