



## **LEGO Company Prepares for Christmas Rush With New Call Centre**

**"Handling high and fluctuating call volumes at peak times like Christmas is a priority for us," said Richard Stollery, European consumer service director from The LEGO Company. "**

**London, 11th December 2002** – NextiraOne UK, a leading provider of world-class communications services and solutions, has designed and installed an 80-agent multi-lingual call centre for The LEGO Company as part of its European Consumer Contact Centre in Slough. As the central point of contact for customers from all over Europe, the call centre is designed to handle massive call volumes in 13 different languages, directing calls to the most suitable agent to deal with enquiries from home shopping to LEGO Club membership.

"Handling high and fluctuating call volumes at peak times like Christmas is a priority for us," said Richard Stollery, European consumer service director from The LEGO Company. "The new system has improved both the service we offer to customers and the efficiency with which we are able to handle enquiries."

NextiraOne installed the system based on Alcatel Omni PCX 4400 and 4035 handsets, incorporating language-specific auto-attendant functionality and skills-based routing technology. This directs enquiries to the most appropriate person to deal with each request. The system also allows much easier management of the call centre.

"Managers are now able to visualise the team better, improving the overall management of the call centre," said Graham Sinclair, customer contact solutions manager at NextiraOne. "In addition, it only takes ten minutes to configure any team changes necessary which minimises disruption to the work environment."

### **About LEGO**

The LEGO Company is a privately held, family-owned company, based in Billund, Denmark. It is one of the world's leading manufacturers of play materials for children, employing approximately 9,000 people globally. The LEGO Company is committed to the development of children's creative and imaginative abilities, and its employees are guided by the motto adopted in the 1930s by the founder Ole Kirk Christiansen: "Only the best is good enough."  
LEGO and the LEGO logo are trademarks of The LEGO Group. ©2002 The LEGO Group.

### **About NextiraOne**

Headquartered in Houston, TX and Paris, France, NextiraOne is a leading provider of network solutions and services. NextiraOne delivers world-class solutions and LifeCycleSM services from planning and design, through the implementation, support, and management of voice, data, and converged communications networks. As a global service organization that carries an extensive portfolio of certifications and product expertise, NextiraOne provides best-in-class technologies from leading partners, such as Nortel Networks, Cisco Systems, and Alcatel. NextiraOne offers consultation and solutions development ranging from contact centre applications to network infrastructure outsourcing. NextiraOne is owned by Platinum Equity ([www.peh.com](http://www.peh.com)), a global organization specializing in the acquisition and strategic management of mission-critical companies. For more information, please visit [www.NextiraOne.com](http://www.NextiraOne.com).

### **Platinum Equity**

Platinum Equity ([www.peh.com](http://www.peh.com)) is a global acquisition firm uniquely specialized in the operation of mission-critical technology companies. Since its founding in 1995, Platinum has completed more than 40 privately funded transactions, leveraging a multi-billion-dollar revenue base derived from the continued growth of its portfolio. With an established infrastructure in North America, Europe, Asia and South America, Platinum employs a workforce of more than 15,000 serving over 500,000 customer sites worldwide.

**Press contacts:**

Gavin Loader or Ana Trbojevic  
Johnson King Ltd.  
Tel: 020 7357 7799  
[gavinl@johnsonking.co.uk](mailto:gavinl@johnsonking.co.uk)  
[anat@johnsonking.co.uk](mailto:anat@johnsonking.co.uk)

