



CLM DRIVES AWAY WITH A NEW CONTACT CENTRE FROM NEXTIRAONE



WORKING WITH NEXTIRAONE

Tony Hulatt,
Managing Director, CLM

“They were head and shoulders above anybody else in terms of the total package: price, integrated equipment and attitude. The negotiations with NextiraOne to mould the tender to our specification were very effective and the combination with our consultants worked extraordinarily well. Even with the benefit of hindsight, I made the right decision.”

Independent fleet manager CLM has traded in an outdated telephony system for a feature-rich contact centre and internal network from NextiraOne. Fast installation and comprehensive training has enabled CLM to rapidly transform the way it communicates with clients and suppliers.

THE CLIENT

Founded in 1981, CLM is the largest independent vehicle fleet management company in the UK, controlling over 17,000 vehicles for leading international clients. The service includes handling the paperwork and logistics arising from around 8,500 accidents every year.

Based in Newport Pagnell, near Milton Keynes, CLM has a growing workforce of 130 employees. The company invests £30m annually in new cars and puts back 3,000 vehicles into the used car network via a standalone retail operation. As it is not aligned to any manufacturer, dealer, finance provider or leasing company, CLM offers mixed fleet solutions through a range of competing suppliers, financiers and manufacturers.

THE CHALLENGE

Although it had upgraded an inherited telephone system to keep pace with business growth, CLM realised that its limited functionality constrained the company’s ability to handle increasing call volumes accurately. Other weaknesses included poor system management tools, restricted statistical reporting options and limited voicemail.

Consequently, together with consultants ITC, the company produced a specification for a new contact centre and telephony network which would provide a more streamlined route into the business for clients and improve internal efficiency. In addition, the new network had to encompass the telephony requirements of a satellite logistics office five miles away.

The project was put out to tender, attracting five bids. In its successful proposal, ITC recognised both NextiraOne’s experience with Alcatel equipment and its proven track record in specifying a voice and data solution which would mesh with the existing network design.

CUSTOMER REFERENCE

**WORKING WITH CLM
FLEET MANAGEMENT PLC**

***Valerie Scavinner,
Director of Contact Centres,
NextiraOne***

“NextiraOne has once again proven its ability to provide personalised solutions that maximise the value of existing and new technology. The importance of experience in voice and data cannot be underestimated. The CLM project was awarded on ability and trust.”

THE SOLUTION

With the contract signed in the summer of 2003, installation began almost immediately of a package comprising the Alcatel OmniPCX 4400 system with a small contact centre, a screen-based operator console and OmniVista including the LDAP Directory package. Five staff in the logistics and vehicle storage facility at Wharley End were connected via VoIP for voice and data, using Cisco hardware and new IP handsets.

Following remote testing in the preceding weeks, the complete solution was rolled out over a single weekend - to avoid disruption to CLM's operations - by a combined team from ITC, NextiraOne and BT. NextiraOne's Support Premier package was chosen for service requirements along with a full training schedule for 10 contact centre operators, 12 senior management and 80 office staff on enhanced features including faxmail, call forwarding, voicemail and a centralised directory.

CLM's Managing Director, Tony Hulatt, identifies the key benefit as the ability to expand the telephony network to match an accelerating business which is currently growing at over 20% per year. “We've had a major step forward in efficiency and I don't want to lose that as the volume grows.”

The contact centre can now easily identify incoming calls and quickly route them to the appropriate service team. “As the business expands, call identification will become a bigger element than it is today,” comments Hulatt. “That ability to put the call through with the minimum of fuss and then handle it efficiently is very important.”

Administration has been greatly reduced and the contact centre supervisor is able to monitor and analyse traffic, both for optimum staff efficiency and to generate off-line reports on call volumes and trends. “We can monitor virtually anything we like, in any form, and that has an impact in terms of staffing as we operate some split-shifts and can identify where the hot spots are.”

The new solution went live in October 2003 and Mr Hulatt confirms NextiraOne contributed greatly to a successful project. “They were flexible, responsive and provided all the support I would expect. They were timely, didn't need chasing and the project came in on time and on budget.”

NextiraOne is a leading global provider of integrated enterprise network solutions and services that enable effective, reliable business communications. We cover everything from planning and design to the implementation, support and management of voice, data and converged communications networks. We provide best-in-class technologies from leading partners including Alcatel, Cisco Systems, Genesys and Nortel Networks. And we offer consultation and solutions development ranging from contact centre applications to network infrastructure outsourcing. Discover more at www.nextiraone.com