



# IN-LIFE

## Outsource customer care management under your own brand

### Service Overview

The Support to Win In-Life service allows you to meet your customers' ongoing support needs and give them access to award-winning expertise without having to invest in your own multichannel help desk skills or infrastructure.

We'll give you a specialist-staffed support contact centre and ticketing system that delivers excellent customer care under your brand, as a seamless extension of your team. And because we are telecoms experts, even the most difficult technical queries can be resolved with confidence.

Our approach is different in that we focus on adding value to the technology solutions you've sold, helping customers make the most from their investment and become autonomous with the knowledge we provide.

### Features

- Flexible, scalable, multichannel outsourced support capability based in the UK
- White label options for all customer touchpoints, fully integrated with your business processes
- Comprehensive SLAs and KPIs aligned to your business objectives
- Instant, on-demand access to genuine telecoms expertise
- 'Personal' service approach driven to understanding customer needs rather than processing enquiries; facilitating knowledge transfer and escalating upsell opportunities
- First-line, second-line and triage service for faults and carrier management
- Auditable records and history of all enquiries including call recording where required

### Benefits

- Allows you to focus more time and resource on sales, consulting and other core business activities
- Safeguards your reputation with uncommonly high standards of customer experience
- Extends quality processes and brand values to a mature support organisation without adding headcount or other overheads
- Achieve service consistency at expert levels for every customer
- Target continuous improvements and fewer support enquiries by virtue of making customers more knowledgeable and autonomous
- Scale your business – no longer be a 'victim' of your own success
- Identify and convert more upsell opportunities