

Project: £3m Call Centre Outsourcing Negotiation
Client: Major UK Telecoms Company



At a Glance

- £3m Outsourcing of Customer Contact Centre
- £300k (10%) saving achieved with vendor
- Strong contract with performance related payments

Client Challenge

A well-known UK Telecoms company wished to outsource its customer contact centre to ensure that customers gained best possible customer service at best ROI. As the outsourced centre would often be the main form of customer service, exemplary performance was crucial.

Solution

Turnstone resources ran a tendering exercise to assess the market against the current internally provided centre. Like-for-like comparison was assured using a detailed requirements structure.

Bidding suppliers included Teletch, Ventura, BT, Didata and Cable and wireless.

The team utilised a structured negotiations process incorporating all stakeholders as appropriate. This ensured internal buy-in and transfer of requirements into the end contract, allowing a smooth implementation.

Outcomes

Cost Savings: £300k

Commercial benefits:

Use of a rigorous selection process and strong contract negotiations delivered a £300k saving and kept the project under budget. Other benefits included:

- Clearly defined and requirements service levels, allowing performance to be contractually managed
- Performance links to payment and service credits ensured supplier focus.
- Transition to the new call centre was smooth with no affect to end customers

Ongoing vendor performance was well-managed through governance processes which had been contractually agreed.

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