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- ❖ TELECOMS & DATA: Desktop Integration
 - ❖ MEASUREMENT & FORECASTING TOOLS
 - ❖ BUSINESS CONTINUITY & D.R. PLANNING
 - ❖ AGENT RECRUITMENT & RETENTION
 - ❖ MARKET INTELLIGENCE HUB
 - ❖ NETWORK SERVICES: Data, Telecoms & Mobile
 - ❖ CALL & MEDIA ROUTING INTEGRATION
 - ❖ TOTAL CARE & SUPPORT SERVICES



Call **FREE** 08000 933 720



THE COMPANY

Matrix Contact Centre Solutions is the banner under which an array of synergistic business units operate. These include Matrix Platinum Ltd, Matrix Voice & Data Ltd, Matrix Telecom Maintenance Ltd, Matrix i-Technologies Ltd and Matrix Lease & Finance Ltd. Established in 1991 we have grown into one of the UK's most trusted names in the Call and Contact Centre Industry.

Matrix recognises that value for a Call or Contact Centre is a delivered solution which improves business processes and unifies all your organisation's departments and resources into a seamless cohesive unit.

We know the key issues Call and Contact Centres are experiencing right now; staff attrition rates, recruitment of quality agents, increased absence and sickness days to name a few.

Matrix conducts a world-class orchestra of manufacturers and service partners which enables the support teams within Matrix to provide you with the most efficient and best infrastructure for your organisation, taking into consideration not just business telecoms and I.T. communications but, just as importantly, your most valuable and costly asset, YOUR PEOPLE.

Matrix delivers to you a product portfolio developed over fifteen years specifically designed for the Call and Contact Centre marketplace which leads the industry in research and business automation, whilst ensuring you have access to complete back-up and support services complementing the unparalleled advice which we offer.

Matrix is constantly evolving and has an ever-growing toolkit of solutions for your Call and Contact Centre. Its best route to new business is customer referrals. This can only come from getting it right on budget and right on time, everytime.

Matrix is a single source of supply for total Call and Contact Centre Solutions. We deliver unrivalled support from professionals who know exactly how to put all your requirements into place. We are hands-on all the way. No fuss, No hassle - just continuing value.

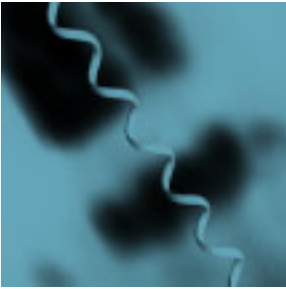
Over the years Matrix has found that UK Call and Contact Centres want value for money and the right communications technology to gain a competitive advantage on their rivals whilst delivering exceptional customer care to their clients and business partners.

Any company can sell you a telecoms system... Will they increase YOUR company's productivity, efficiency, profits and staff morale?

Our clients want business communication solutions. That is what Matrix delivers, now it's your call.....

Call FREE 08000 933 720

Products and Services



TELECOMS & DATA: Desktop Integration to Automate Processes

Matrix conduct a World-Class orchestra of telecoms and data manufacturers to help provide you with the most efficient, and best, infrastructure for your Call or Contact Centre based around your budget and expected Return On Investment.

This enables us to deliver to you a product portfolio including diverse areas such as **Call-Recording**, **VoiceMail / Unified Messaging**, **Computer Telephony Integration (CTI)** and **Customer Relationship Management (CRM)** solutions specifically designed for the Call and Contact Centre marketplace.



MEASUREMENT & FORECASTING Tools For Campaigns & Agents

Matrix offers help and assistance to improve productivity and response rates of planned marketing campaigns by the intelligent use of **Management Information (M.I.)** and **Reporting Tools**. These include the provision of **Non-Geographic Numbers (NGNs)** enabling measured results to ensure each future marketing campaign is more successful than the last!!

We deliver **WorkForce Management (WFM)** software enabling your Contact Centre to establish measurable goals. Forecast, budget, automatically deploy staff resource, manage agent performance, evaluate results and, most importantly, implement on-going improvements with this simple to administer but effective software solution.



BUSINESS CONTINUITY & D.R. PLANNING Disaster Recovery: Telecoms & Data

Matrix has a massive wealth of experience to draw upon in this area covering both Contact-Centre **Telecoms Continuity** and critical **Data Continuity**. We provide knowledge on all-points-of-failure for both telecoms and data .

We consider your network infrastructure when offering advice on **Data Storage** and **Data Security** solutions and suggest **Mobile GSM Gateways** to provide continual service over the GSM network should fixed lines fail ensuring peak performance to your customers and partners at all times.



AGENT RECRUITMENT, RETENTION Development and Absence Management

Matrix can help you to improve dramatically existing staff churn-rates through advice on the very latest good practice initiatives including **Stress Recognition and Stress Management, Risk Assessment Programs, Smart Recruiting and Homeworking Initiatives.**

A key element in retaining great staff is ensuring a continuous staff development plan is clearly mapped out. We provide a vast array of courses covering **call handling techniques, customer service training, tele-sales / tele-marketing courses, agent motivation techniques** as well as **higher management courses** to post-graduate and MBA level in **Contact-Centre Management.**



MARKET INTELLIGENCE HUB for Directors & Management

Matrix offers guidance and advice as to the latest **Grant Assistance** available to your organisation covering **Homeworking Initiatives** and **Disability Assistance.** We provide details on new suitable premises availability within geographically grant assisted areas.

Matrix offers advice on the latest developments in **Contact-Centre Employment Law.** Analysing up-to-date **Market Research** and **Business Intelligence Reports** may help your organisation gain a clearer picture of where to focus future business and recruitment planning.



NETWORK SERVICES: Data, Telecoms & Mobile

As a cornerstone to cementing a Call or Contact-Centre ICT solution together, Matrix offers advice and provides a **Wholesale Service** covering installation and on-going rental of **Fixed ISDN lines, Broadband Services, Voice over Internet Protocol (VoIP), Virtual Private Network (VPN)** and **Hosted IP Centrex** solutions.

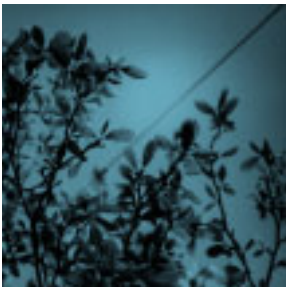
To complete the circle of one-stop procurement, billing, hosted support and responsibility, Matrix Platinum Network Services also provides **Least Cost Routing (LCR) tariffs** and **Corporate Mobile Packages** specifically tailored for the demands of the Call and Contact Centre industry.



CALL & MEDIA ROUTING INTEGRATION to Increase Productivity

Telephone calls are no longer the only media that your customers demand to use to contact you. Email, fax and SMS mobile texting are increasing and becoming fast, alternative ways to both receive and make contact. As such, thought should be given to simplifying and automating the routing of both calls and these other media to agents with the best skill-sets.

Matrix provides a suite of **Media-Blending** and **Skill-based Routing** systems which, when integrated with **Interactive Voice Recognition (IVR)** and the correct **Automated Dialer** to suit your specific application, will dramatically increase productivity whilst improving further your customer service levels.



TOTAL-CARE & SUPPORT SERVICES

Matrix delivers **24/7 National and European Support** through an array of **Flexible Support Packages**. We ensure all implemented products and services procured through Matrix are supported through a **Single Point Control Centre**. Matrix also ensure all requests to program, and respond to, both critical and non-critical faults have comprehensive **Service Tracking**.

This service is fully backed and supported by a **Dedicated Account Manager** whose task is to not only to deliver these measurements at scheduled regular meets, but to **develop a partnership** with your organisation enabling us to continually assist in improving your productivity, efficiency, profits and competitive advantage.



Working in partnership with you we ensure:

- ❖ Improved agent productivity & efficiency through automation of procedures.
- ❖ Improved customer service with scheduled regular contact with our support teams.
- ❖ Reduced recruitment and operating costs.
- ❖ Improved agent reporting, measurement and managed information.
- ❖ Improved inbound call routing and a reduction in lost/unanswered calls.
- ❖ A competitive advantage through cutting edge technologies.
- ❖ Improved business continuity & disaster recovery.
- ❖ Reduced agent stress & fatigue giving improved productivity.
- ❖ Investment protection on hardware through proven backward compatibility.
- ❖ One point of contact for all fault reporting.
- ❖ Pro-active account management, planning and forecasting.
- ❖ Simple to use In-House System administration.
- ❖ Enhanced workforce management, planning and forecasting.
- ❖ Futureproof technology with on going product development.
- ❖ Increased profits and customer service response times.

UK Headquarters: North Manchester

For more information on any of the above services:

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