



# JARDINE LLOYD THOMPSON

## CASE STUDY



INSURANCE



BORDERLESS  
INFRASTRUCTURE



UNIFIED  
COMMS



BESPOKE  
DEVELOPMENT



CONTACT  
CENTRE

JLT is one of the world's largest Risk Specialist and Employee Benefit Consultants. Formed in 1997 by the merger of Jardine Insurance brokers and the Lloyd Thompson Group, JLT employs more than 6,000 people worldwide.

### CHALLENGES

JLT operate a network of 6 contact centres across the UK; providing a range of inbound and outbound services that support the sale of financial products to UK businesses and individuals. One of the organisation's key objectives is to maximise the business development potential of these contact centres.

Aging infrastructure within the existing contact centres was preventing agents from making the most of their working day. A recently acquired property presented the opportunity to establish a state-of-the-art contact centre, featuring the latest hardware and applications, to act as a template for future contact centre development.

### SOLUTION

ONI worked closely with the project team to understand their requirements and to demonstrate how technologies like Unified Communications could not only provide a cutting edge solution but also be integrated with their current CRM solution, Salesforce.com.

Timescales for the project were tight. From initial order, ONI had just 7 weeks to deliver both the new communications infrastructure and a bespoke application for Salesforce integration. The new infrastructure would feature IP telephony, call recording, LAN switching and Unified Communications for 200 agents.

## BENEFITS

- Seamless integration into Salesforce.com
- Improved experience for customers
- Increased agent flexibility
- Single queue for voice, e-mail, IM and SMS

“Multi-channel support means information and orders can be accepted via SMS, email, Voice or Instant Messaging.”

Salesforce integration utilised screen-popping; which meant that a caller's details and history immediately appeared on the screen when a call came in. The new system also provides agents with more flexibility and delivers customers an improved contact centre experience.

Multi-channel support means information and orders can be accepted via SMS, email, Voice or Instant Messaging. They all come into one queue and are logged and managed centrally.

Greater visibility of call data provides enhanced reporting and analytics, enabling JLT to make better informed decisions, set KPIs and deliver against customer-specific SLAs. Call monitoring and recording provides a greater level of control and aids both dispute resolution and agent training.



01582 429 999

[www.oni.co.uk](http://www.oni.co.uk)

[marketing@oni.co.uk](mailto:marketing@oni.co.uk)

16-24 Crawley Green Road, Luton, Bedfordshire LU2 0QX



Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, Net App, Veeam, Gamma, BT and Microsoft.