

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

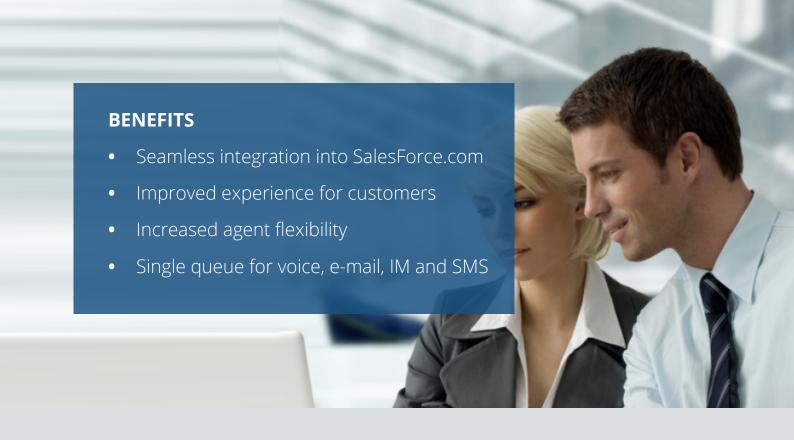
JLT operate a network of 6 contact centres across the UK; providing a range of inbound and outbound services that support the sale of financial products to UK businesses and individuals. One of the organisation's key objectives is to maximise the business development potential of these contact centres.

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.



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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 aides both dispute resolution and agent training.

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