

## 24 x 365 Call Centre Services

Excelling in outsourced Call Centre and Marketing Services for over 15 years, PCMS works with some of the best known companies in the UK to deliver a variety of outsourced solutions.



### WHY PCMS?

Established in 1997, PCMS prides itself on being a cut above other call centres. PCMS holds on to its operatives for an average of 6 years (with many staying far longer), meaning that staff benefit from years of development and investment in skills that combine to make the PCMS experience better than any other.

Management teams have more than 30 years combined experience to pass on to operatives, ensuring that maximum benefit can be obtained through the use of the PCMS Call Centre with continuous evaluation of performance to ensure the best possible customer experience.

### Inbound Services

**Telephone Answering** Outsourced telephone answering services are growing increasingly popular in today's competitive business world as nobody can afford to miss or mismanage new enquiries. PCMS have specialised in delivering outsourced telephone answering services for over 15 years. Working with some of the UK's best known companies we have developed experience and technology that allows us to deliver a market leading service.

**Reception** The most common way of doing business is via the telephone. The way and speed in which your calls are answered and dealt with will give a strong impression of your company. Running a dedicated, professional reception service is not always possible for some businesses so PCMS can act as back up for an existing reception and take calls on an overflow basis. We have dedicated teams of permanently employed, UK based agents and we tailor a service that meets your exact requirements

**Order Lines** Business growth can be restricted by the speed and effectiveness of how you can capture orders. Outsourcing some or all of your ordering process can allow you to maintain and manage other areas of your business allowing for more efficient growth.

**Customer service** Excelling in outsourced Customer Care for over 15 years, PCMS works with some of the best known companies in the UK. Handing over some or all of the administration of your customer care can save your staff a lot of time, which can be spent on moving the business forward. PCMS agents are trained in all the relevant aspects of your business so that your customers receive the level of service they expect and deserve.

**Service Desk** Running and maintaining an effective Service Desk is extremely demanding and often costly. If your clients demand a 24/7 service then staffing can cause problems. PCMS has expertise in many technical areas and we are able to offer support to your business and employees should they experience difficulty and our service can be tailored to your specific requirements.

## WHY OUTSOURCE?

For the majority of businesses it may not make financial sense to employ a full time call centre team that are only occasionally required. Outsourcing to a specialist team gives you the benefit of their expertise and experience as required, without the extra costs of training and keeping your own in-house teams - leaving you with money and time that can be put to use elsewhere.

Professional Call Centre agents are trained to a very high standard to make them as successful as possible. In the PCMS Call Centre we invest extensively in training programmes, building up the skills of our operatives to make sure that they get the best possible results for our clients. Outsourced Call Centres stay in business by ensuring that you get the results required - so you can rest assured that they work as hard as possible to get the results you want and demand.

There are also financial and legal benefits involved with outsourcing to a Call Centre – as you do not have to pay operatives when they are on holiday or sick, you pay only when they are working to generate results for your company.

PCMS agents have a broad spectrum of relevant skills and here at PCMS we ensure that we maintain teams specialising in each facet of Outbound and Inbound services. We are aware that each activity can require a different tactic to be successful so we play to our strengths by carefully selecting the team that will be able to produce the best results for your requirements.

## For more information contact Heidi Coles

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# PCMS

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## Outbound Services

**Telesales & Telemarketing** If your product and service can be sold over the phone then putting the task in the hands of highly skilled agents lets them add their professional touch to increase your monthly sales. Our sales team effectively becomes an extension of your own team and we will work closely with you to develop the best possible sales technique to get results. The telesales industry is thriving because the bottom line is, it works.

**Appointment Booking** PCMS can take the hassle out of arranging appointments for you by targeting your core market and filling your diary with qualified appointments with genuinely interested leads.

**Lead Generation** Lead generation is vital for all businesses to move forward and grow; it keeps fresh clients coming through the doors and also spreads awareness of your business. PCMS can take this in hand for you; we will work with you to plan a campaign strategy and then use our skilled agents to establish contact and generate interest in your business.

**Data Cleansing** PCMS has a dedicated data cleansing team that will update and report on your database prior to starting a campaign to maximise the effectiveness of your marketing.

**Customer Care** PCMS agents are able to deal with customer care calls on your behalf, leaving you able to work on executing your service once the details are in.

**Welcome Calls** Welcome Calls are an excellent way of building a long lasting relationship with a new client, enabling you to ensure they are completely happy with your service before they feel the need to contact you. This process can be time consuming for your staff and by outsourcing to professional agents you add the extra touch to your customer care.

**Market Research** Before investing too heavily in a new product or service, it makes sense to gauge how the market will receive it and ultimately, whether it will make you the profits you desire. PCMS can contact your target market on your behalf and collate an accurate assessment of your desired market's buying practices and thoughts. There is no better way of learning what the customer wants than asking them directly, and you may even find a gap in the market that you can fill.

**Sales Support** Our team of agents can be used to answer any follow up sales support calls on your behalf, dealing with after sales issues and ensuring your customers feel well cared for.

## Additional Services

**Support and Administration** To save your management team valuable time PCMS can support any inbound or outbound campaign with administrative services, including but not limited to: White Mail responses, Customer Services, Complaint Handling, Membership Management, Email Responses and Fulfillment.

**Fulfillment** We are able to support any inbound or outbound campaign with general fulfillment activity such as mailing your customers before a telesales campaign, sending targeted offers to your customer database or managing an email shot campaign preceding our outbound calling activity.

**Membership Services** Do you offer a loyalty scheme to your customers? If so, then you may find the administration of it very time consuming. PCMS have handled membership schemes for some very well-known companies and have a wealth of experience helping customers, updating accounts, collating feedback and passing it all back to you.