



“Gradeon was able to deliver a security and compliance programme whilst delivering a new call centre platform and payment channel aligned to PCI DSS and the company’s transformation programmes to improve customer experience and security”. Gradeon Director

“Transforming customer experience for the UK's leading motoring services company”

Client Benefits

- ✓ Ensured the separation and transformation agenda was seamless
- ✓ Achieved demonstrable ROI to the contact centre
- ✓ Embedded an ISA structure under control of Internal Audit allowing the company to save FTE costs
- ✓ Annual audits made easier to manage
- ✓ Revolutionised call recording requirements

Background

One of the UK’s leading motoring services company’s who provide a range of services for both private and business motorists, were looking for help with their transformation and security agenda.

With a number of staff at several different locations, they offer vehicle and breakdown services through a nationwide, branded patrol force, focusing primarily on vehicle repair and recovery. Delivering secure payment capabilities across all of their offerings was an imperative alongside the need for minimal business disruption.



Find out more: email: contact@gradeon.co.uk telephone: 0330 365 0104



The Challenges

With thousands of insurance and breakdown cover service customers, operating a best practice contact centre with full compliance and latest technology is business critical for the company.

Gradeon provided the strategy and “know how” reducing scope allowing the business to take ownership of the additional security requirements of a modern up to date payment channel for their digital, roadside and call centre processing, driving through solutions that fitted their separation and transformation programmes.

Solution

Gradeon embedded an ISA structure under control of Internal Audit allowing the company to rationalise controls and provided automated control options saving FTE costs making annual audits easier to manage.

A new payment service provider was also introduced to improve the transaction handling and reporting for the business.

Gradeon also provided a revolutionary PCI solution for their call recording archives, making it easier and much quicker to retrieve records for the business.

Results

- ✓ Introduced a secure payment service provider
- ✓ Achieved demonstrable ROI to the contact centre
- ✓ Allowed an internal audit to save FTE costs
- ✓ Annual audits made easier to manage
- ✓ Revolutionised call recording requirements

“ Gradeon has helped put one of the UK’s largest motoring organisations in the driving seat when it comes to providing modern and secure customer services.
Director, Gradeon ”