



The County Group an award-winning Insurance Broker, have an industry leading customer service centre based in Southport where they handle most of the groups customer interaction.



1
call centre



100
users



60K
calls per month

PROJECT AMBITIONS

Reliable Phone System

The County Group had an outdated phone system lacking in features and benefits that were critical to the team. They were looking to invest in a new future-proof and scalable unified communications system. The previous system had limited features, meaning that the relevant management information was not readily available. With a busy call centre with 100 users making thousands of calls daily, they needed a robust, and reliable system.

Management Portal

The IT team wanted the ability to change and manage call routing easily, having access to the admin management portal where they could edit settings themselves if necessary. Adding users internally whilst the company grows and expands into retail branches and other offices was highlighted as a key part of the requirements.

Call Monitoring & Analytics

The County Group required better visibility in the call centre as previously they had challenges on collecting information and monitoring calls. The Management Team had a demand for a tool to generate reports on call statistics across the company. The reporting and management information capability has improved the way in which staff KPI's are managed.

Call Recording & Features

The solution provides the team with the tools to effectively do their job – the ability to call transfer, instant chat, record calls and monitor agent performance via the user-friendly web application. The need for call recording was included in the unified communications solution so the team could easily listen back to calls for training and quality purposes.



WHY TTG? & Why Private Hosted?

Technical Support

“TTG had a UK based tech support team covering 7am – 7pm as standard. We required additional support for any technical issues that could work closely with our IT team.”

Fully Managed Service Solution

“The Technology Group was able to provide a fully managed service package which included the handsets, licenses, security and technical support. From the first initial meeting designing the solution to the new VoIP platform migration as a managed service.”

Reputation

“The Technology Group was recommended to us from another business. They had a good reputation amongst the telecoms industry and being accredited as 3CX’s no.1 Titanium partner in Europe assured us that we were working with the best. Working with the team at TTG was effortless and we are looking forward to the long-term partnership.”

Training

“The service package included end user onsite training. The trainer Janine came onsite to our office, which was easy for the large team. She was patient and helpful in teaching the whole team to use the new phone system.”

Personable Customer Service

“The sales and account management team were always on hand to support any queries we had. Planned floor walking days were scheduled after the installation to ensure best practices were highlighted. TTG wanted to make sure we were making the best use of our investment and the tools provided were utilised to their full potential with the team.”

“TTG have revolutionised the way The County Group work. Handling a high volume of calls, we had to make sure we had a robust and reliable system. Transitioning from the legacy phone system has improved team collaboration as we look to constantly evolve and expand nationwide. The 3CX solution is agile and easy to use for our team. Being able to produce a comprehensive report on call traffic was key to us. As we expand the system, this will allow us to support franchise partners around the country.”

Mark Hallam
County Group
Operations
Director



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