

GlobalExpense Improve Service and Reduce Costs with new IP Contact Centre from Britannic Technologies

The Customer

The customer GlobalExpense were founded in 1999 and have established themselves as the UK's leading provider of expense management services, processing in excess of 2 million receipts each year.



Today they are responsible for processing the expenses of more than 1.5% of the UK's workforce, including organisations such as Sainsbury's, WHSmith, Alcatel & BSi.

By offering expertise in taxation and VAT compliance, along with an integrated receipt validation process, GlobalExpense provide their clients with direct savings, improved management information and a professional service.

Since the implementation GlobalExpense have realised a 60% reduction in ongoing support costs. Going forward expansion costs (per seat) have been reduced by 58%.

**Kieran Lewer, IT Infrastructure Manager,
GlobalExpense**

Situation Analysis

GlobalExpense's helpdesk receive numerous enquiries regarding customer expense's queries. Their existing infrastructure was a first generation CISCO IP system which was heavy on staff and support resources.

This meant it was complex when it came to system management, had limitations in providing functionality such as hunt group working and had very high on-going support costs, as well as a high cost to providing a call centre operation.

GlobalExpense realised that this legacy system could not grow with their business without large investment, which would not provide value to the company.

Requirements & Objectives

A key requirement for the new system was intelligence for call handling, such as hunt groups evenly distributing calls across the helpdesk and removing call flows directly into the reception areas.

A need was also identified for access to statistics enabling management to monitor performance with a view to improving service levels.

Finally, GlobalExpense were looking to reduce their current overhead costs and introduce a single supplier to manage the set up and overall support of the new system.

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Key Requirements

- Intelligent call handling
- Access to management statistics
- Reduce current overheads
- Introduce cost effective contact centre



The Solution

Britannic undertook a thorough review of GlobalExpense's ICT infrastructure. Having understood the challenges GlobalExpense were currently facing, Britannic were able to provide a best of breed solution from their extensive portfolio of products and services. A Mitel 3300 platform was provided with Mitel 6110 ACD, 6160 interactive messaging and queue control.

This resulted in immediate improvements in efficiency at the helpdesk. The call queuing and distribution systems ensured that workloads were evenly distributed between the available agents.

In addition, office handset users reported that they found the system more reliable and easier to use than the previous system.

From a management perspective, the Mitel solution allowed GlobalExpense a far greater degree of control. Further to these control measures, the implementation of Britannic's LCR (Least Cost Routing) service will reduce call costs further.

After just a month of collecting data, the reports offered by the contact centre system enabled the helpdesk to provide excellent quality management reports, enabling GlobalExpense to provide a superior service to their customers.

The installation of HP ProCurve data switches has also proved a success, with GlobalExpense reporting the switches have proved to be faster, more reliable and more cost effective to maintain compared to the legacy switches previously used.

Overall, the system is a better performing solution than the previous system deployed. The set up, configuration and day to day administration is now a more streamlined process.

The solution delivered by Britannic improved our business by providing call reporting and helpdesk performance information that was previously unavailable. This enabled us to provide a superior service to our customers.

**Kieran Lewer, IT Infrastructure Manager,
GlobalExpense**