

## The challenge of Big Telco

Contact centres and in particular outbound contact centres carry high costs for telecoms and Intellis' operation in Glasgow was no exception. Managing Director Patrick Byrne was also becoming increasingly frustrated by his provider's lack of service and the lack of understanding of his business needs. While the business is very successful and growing, the cost of calls and the structure of the tariff he was on simply made no sense for his business.

As a result Intellis went to market to see if there was a better way of purchasing telecoms services that made sense for the business.

## How abica addressed Intellis' objectives

abica's first priority was to understand the nature of Intellis' business and the pattern of calls made by the company. To address the company's needs and objective we proposed our Contact Centre tariff plan -

- The call rates themselves are aggressive reflecting the volume nature of contact centre operations.
- As with all customers, the 'my abica' electronic billing and analysis suite was provided as part of the service providing the ability to really analyse, understand and manage the cost of calls.
- A single dedicated service contact responsible for handling and resolving everything from fault reports through to making regular contact at pre-determined intervals to ensure that Intellis is getting the service it expects and needs.

Based on our Contact Centre tariff plan and the way in which it is structured, we have been able to reduce the cost of telecoms at Intellis by a staggering 63 percent.

In addition, once Intellis were on board, it was abica who took care of the whole process of transferring the contracts and numbers from the previous provider without any further need for Intellis to get involved. This is an essential element in making sure the transfer goes smoothly and one we manage very tightly.



“We knew we weren't getting a great deal from our previous provider. With abica we have saved around 63% on our telecoms costs. We should have moved a long time ago.”

Patrick Byrne, Managing Director, Intellis

## So what does this mean to Intellis?

“The cost saving is important, but it is abica's focus on our business objectives that sets them above all the other providers we have experienced,” states Patrick Byrne

When we compared the Contact Centre tariff to the plan provided by Intellis' previous provider we showed that we could easily save Intellis around 50 percent on the cost of their calls, in reality the savings have been even greater. In addition Intellis have the ability to analyse their bills online or download them in spreadsheet format to analyse them in as much detail as they want.

Would your business benefit from a big reduction in the cost of telecoms and much better service?

Call 0141 404 9009 and we'll be happy to talk about it.

## abica products and services

abica provides its own landline, mobile and broadband products to small and medium sized businesses at a price and level of service previously only available to large corporate organisations.

### Mobile

abica is a mobile telecoms operator and has a wide range of tariff and call plans including the lowest business line rental tariff in the UK. Solutions are offered from more than one network provider, and as abica is technology neutral this includes a wide range of business handsets from the leading manufacturers. There are also different options for mobile working, including broadband internet for your laptop and e-mail enabled phones.

### Landline

abica offers reliable landline services with a full set of line and tariff options so there is a package to suit all sizes and types of business. Everything from traditional analogue and ISDN landlines through to tried and tested IP telephony solutions.

### Broadband Internet

abica's broadband internet access products are on average 3 times faster than other broadband providers thanks to the superior technology used. Dedicated internet access circuits "leased lines" are available for any business where high availability, high bandwidth internet access is a top priority.

### Business Continuity and Disaster Recovery

Telecoms is an essential business tool and businesses simply cannot survive without the telephone or internet. abica have developed a methodology to identify the right solutions to help your business survive should the worst happen.

### Electronic Billing

abica has invested in both a powerful electronic billing and analysis tool called 'my abica' which helps clients proactively monitor their usage and intelligently use the management information available.

### Customer Service Charter

abica has invested in its team and systems to ensure that it deliver the highest quality of customer service, consistently and reliably. Our core values include honesty, professionalism and retention of clients over the long term by providing great value.

### Satisfaction guarantee

abica is so confident that you will love its products and quality of service that, if after the first three months, you are not completely satisfied with abica, the company will find you an alternative provider that you can be happy with.