

CCSA16

south
west
contact
centre
forum



Contact Centre Supplier Awards



AWARDS CEREMONY > FRIDAY 6 MAY 2016 > CELTIC MANOR

CCSA16

CONTACT CENTRE SUPPLIER AWARDS



Welcome

CCSA16

Welcome to the first Wales & South West **Contact Centre Supplier Awards** organised by the Welsh Contact Centre Forum and South West Contact Centre Forum.

As for we lead the contact centre industry across Wales and the South West of England, representing over 500 major employers and over 80,000 employees, who work within centres of excellence and best practice.

Our associate members and suppliers play an essential role in driving performance across the industry – from workforce management to the latest headsets, chairs to construction – and it's through their innovation and service that we know more about our customer and improving delivery than ever before.


But they are often the silent partner in our success. That's why we've established these Awards, to recognise the great work being done in helping our industry be the best it can be.

We are delighted to have in the room with us today some of the best and most forward-thinking, solution-driven companies, all of whom deserve to win.

We want all of our members to recognise that you are here today because you are at the top of your game and operate as a true partner to the business.

Thank you and enjoy the afternoon!

Sandra Busby  Welsh Contact Centre Forum

Jane Thomas  south west contact centre forum



Menu

> Starter

Welsh Cheese Cromesquise

Trio of Welsh cheeses, beetroot salad with aromatic beetroot pearls

> Main Course

Roasted Chicken Breast

Stuffed with mushroom & truffle, miser's feast, roasted vegetables and Dragon mustard sauce

> Pre-Booked Vegetarian Main

Asparagus Risotto

With roasted Italian vegetables, parmesan crisp, green peas and broad beans

> Dessert

Chocolate and Hazelnut Truffle Slice
with Praline cream



Programme

1.00pm > Welcome – Sandra Busby

Managing Director, Welsh Contact Centre Forum

1.10pm > Gala Lunch

2.40pm > Host – David Bryon

3.10pm > Lynda Campbell British Gas
Andrew Ashby Screwfix

3.15pm > Awards Ceremony

Best Recruiter & People Solutions

Funded Training

Bespoke Training

Bespoke Services / Consultancy

Voice & Automation

Integrated Contact Centre Solutions

Outsource / BPO Providers

Built Environment

3.45pm > Thank You – Jane Thomas

Managing Director, South West Contact Centre Forum

4.00pm > Event ends



Best Recruiter & People Solutions

Clear Sky Recruitment
Yolk Recruitment
TMP Worldwide



Funded Training

City of Bristol College
Cardiff & Vale College



Bespoke Training

T2 UK
TSW Training
Inspire Me



Bespoke Services / Consultancy

Elephants Don't Forget
Inspire Me
Therapy Solutions



Voice & Automation

Opinion-8
Logicalware



Integrated Contact Centre Solutions

Plantronics
Opinion-8
Intelecom
T-Point Solutions



Outsource / BPO Providers

Tata Consultancy Services
Carpeo
TMP Worldwide



Built Environment

Mascott Construction
Stoford

CCSA16

Contact Centre Supplier Awards



Company Directory 



Cardiff & Vale College

>www.cavc.ac.uk

Cardiff and Vale College boasts 20,000 learners and top class industry facilities across the Capital Region, including the new £45m City Centre Campus located in the heart of Central Cardiff Enterprise Zone. CAVC's clients act as ambassadors - here's how a Welsh Contact Centre Forum member describes working with the college: "Cardiff and Vale College provides us with bespoke solutions for our business. For us, it is about going to someone who knows our business needs and understands the way we work, so we get the training, advice and delivery that we want. We have designated points of contact, with trusted advisors, and it is very much a two way relationship - relaxed, trusted and effective. CAVC make it easy for us to work together." Sarah Hopkins, Director of Human Resources, Wales and West Utilities.



Carpeo

>www.carpeo.com

Established in 2008, Carpeo is a dynamic, world-class, multi award-winning customer contact operation serving blue-chip clients. Innovative Cloud-Based (Agile) CRM technology combined with talented, committed and highly responsive teams mean we respond positively to the most complex and demanding challenges. Carpeo has doubled revenues year on year since 2012. By partnering clients in their Transformation Journey and challenging them to think and work smarter in customer contact, we strive for mutual improvements. Our mantra is: Every Day, Every Contact... Even Better! We optimise and integrate channels and systems, then transform customer contact to effectively underpin "Customer Innovation Delivered".

City of Bristol College

>www.cityofbristol.ac.uk



City of Bristol College have been supporting the contact centre sector for over 15 years and we are the largest provider of apprenticeships in Bristol with over 2000 apprentices currently on programme. We have established relationships with many SWCCF members and we provide qualifications and apprenticeships in Contact Centre Operations, Sales, Team Leading and Management. We are the pioneers of developing apprenticeships for existing staff with SWCCF members and all of our course delivery on site, making our learning accessible. This flexible approach has seen our partnerships with our employers expand, year on year and we now receive over 200 enrolments each year from SWCCF members. We engage with staff of all ages and levels, some of which have been out of learning since they left school, gaining confidence to achieve promotions in their careers. We are proud to support such a vibrant and important employment sector in Bristol and the South West of England.

Clear Sky Recruitment

>www.clearskyrecruitment.co.uk



Clear Sky Recruitment is a leading independent contact centre recruiter which provides bespoke volume and campaign driven recruitment solutions for every situation. Clear Sky Recruitment specialises in attracting and matching talented people with career enhancing roles and our solutions range from individual placements to fully integrated campaigns. Most importantly, Clear Sky Recruitment offers a personalised and dedicated service and we invest time and effort in ensuring we understand the needs of our clients. With nearly thirty years of combined experience of recruiting in the contact centre industry, our management team recognises the importance of establishing and managing a positive relationship with our clients.



Elephants Don't Forget

>www.elephantsdontforget.com

Elephants don't forget works with organisations that want to grow their revenues, improve their customer satisfaction, reduce their regulatory & compliance risk and invest in the development of their employees and management. Home to the multi-award winning Clever Nelly knowledge retention application and her suite of tools, all of our clients have employee knowledge and capability at the heart of their customer journey. With super secure deployments in contact centre environments around the world, Clever Nelly is gently bridging the gap between what our clients have trained and what employees have failed to learn.



Inspire Me

>www.andinspireme.com

Home to the well-known sing & inspire, inspireMe is a UK based employee engagement company devoted to transforming people and business. We offer dynamic team building, impactful attitudinal behavioural training and inspiring employee engagement programmes with a return on investment. We strive to help businesses improve their engagement which ultimately improves performance, quality, productivity and innovation.



Intelcom

>www.intele.com

Intelcom is a leading provider of contact management solutions. With over 17 years' experience, Intelcom was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Intelcom can be adapted to accommodate from one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly. Intelcom is one of the few contact centre solutions that is completely multi-channel. Intelcom agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.



Logicalware

>www.logicalware.com

At Logicalware we work with a wide range of UK and international companies, helping them to provide a better all-round customer experience. We offer a smart, efficient cloud-hosted solution to enable customers to manage their inbound email and social media interactions in one place. By streamlining workflows and automating processes, we help save businesses valuable time and money by reducing the amount of effort and resource required to process customer enquiries. Logicalware is passionate about working closely with clients and this is what makes us stand out from the crowd. Through consultation and close collaboration, we can successfully integrate our product to meet with your business needs. Our intelligent product is used by leading brands operating in a variety of major industries, including Contact Centres, E-commerce & Retail, Travel, Insurance, Charities, Utilities and Education. Clients include Maplin, Ryanair, WWF (UK), play.com, Spark Energy and Brightside Group Plc.



Mascott Construction

>www.mascott.co.uk

Mascott Construction has over 25 years' experience in serving the UK construction market and is a respected member of the building contractor community. By delivering projects on time, to the technical specification required and within budget, Mascott has developed a reputation for delivering excellence. Our approach is one of fairness, integrity and a preference for collaborative, non-confrontational and non-contractual methods of working with clients, their design teams and supply chains. We are committed to offering clients an approach which is fair and reasonable, as well as technically and commercially sound and competent. Mascott is committed to the service of its clients in a manner which is collaborative and solutions oriented. We fundamentally believe that better buildings are derived from better relationships, and are happy to provide effective leadership towards the achievement of that worthy goal.



Opinion-8

>www.opinion-8.com

How do you know your customers are happy with the service you provide? KPIs tell you how well your contact centre operates logistically but not whether your customers left their last interaction with you satisfied with their enquiry fully resolved. Opinion-8's omnichannel VoC surveys give you that valuable information. As a cloud-based offering, Opinion-8 requires no integration and operates globally giving any company a cohesive solution to collating feedback across their business. Opinion-8's automated nature allows staff to concentrate on your core business whilst feedback is being collated. Real-time reports & graphs and transcription of verbatim comments in multiple languages ensure that the data can be easily interpreted and acted upon. The team at Square Systems has decades of contact centre experience and works consultatively with clients to ensure that they get the very best from deploying Opinion-8.



Plantronics

>www.plantronics.com

From unified communication solutions to Bluetooth headsets, Plantronics unparalleled audio experiences and quality reflect over 50 years of innovation and customer commitment. Plantronics offers one of the industry's most complete families of corded and wireless products for unified communications. Widely recognised for their sound quality, reliability and comfort, Plantronics' audio solutions help companies extend the benefits of IP communications throughout the extended enterprise, fostering better business communication and efficiency regardless of where professionals are working. The result? Our products are used by everyone from pilots, astronauts, 911 emergency workers to 100% of the Fortune 100. From friends conversing across the globe to contact centres, Plantronics is the choice for everyone united by digital technology and the human need to communicate. And a half a century later, we are striving every day to deliver simply smarter communications with innovative design and technology.



Stoford

>www.stoford.com

Stoford is a privately owned company specialising in occupier-led property solutions for businesses. As one of the UK's leading commercial property specialists, we are involved in a diverse range of developments and our portfolio includes industrial and distribution warehousing sites, production plants, business parks and office schemes. Our innovative approach to site and contract procurement ensures that we are highly competitive and able to deliver a quality project on time and to budget. We have a successful track record of major development and regeneration projects and enjoy a close working relationship with many city and town councils, planning authorities, regional development agencies, land owners and joint venture partners.



T2UK
>www.t2-uk.com

T2 (UK) Ltd is the world's leading provider of psycho-linguistics. Using this specialised communication methodology we've revolutionised the communication of banks, insurance companies, retailers, utilities and travel & tour operators on four continents. We enable clients across the globe to enhance their brand, improve their corporate communications and boost their bottom line. Our innovative linguistic and psychological strategies are guaranteed to: Drive cultural change; Create a modern, dynamic communication strategy; Increase customer satisfaction and loyalty; Boost staff engagement and make you an employer of choice. Using T2's tried and tested techniques you can not only manage the content of your messages but people's emotional reactions to them. It's a strategy that's at the heart of personal and business success.



Tata Consultancy Services
>www.tcs.com

Enterprises are looking to drive sustainable growth and profitability, and stay relevant to their customers in increasingly regulated, competitive, and global markets. TCS fosters proactive, strategic partnerships with its clients to achieve these goals. Our ValueBPSTM approach helps enterprises achieve significant and sustained business outcomes by leveraging our deep domain expertise and operations redesign methodologies such as FORETM. Our approach also encompasses robotic process automation (RPA), analytics and insights, our unique IT-BPS synergy, Business Process as a Service (BPaaS) models, and business process management (BPM). TCS' Business Process Services include core industry-specific processes, analytics and insights, as well as enterprise services such as finance and accounting, HR, and supply chain management. Our cross-industry solutions ensure faster realization of business value. TCS has consistently been recognized as the leader in various service lines by leading analyst firms.



Therapy Solutions
>www.therapysolutions.co.uk

Therapy Solutions work with contact centres across the region to reduce sickness absence and improve employee engagement by creating agents who feel happy, healthy and valued. They've developed the UK's only contact centre focused wellbeing and reward programme that includes their exclusive Call Centre Massage™ Service. It's a tactical reward that gives managers measurable results with a benchmarking wellbeing survey that provides a trackable return on investment. Call Centre Massage™ delivers reduced stress levels and muscular aches and pains as well as increased employee performance, energy and morale. Therapy Solutions deliver hundreds of treatments every week creating happy and healthy staff and very happy managers in contact centres across the UK. They work with some of the best companies in Europe who know that being an employer of choice is about being amazing and that to attract and retain remarkable people you have to offer remarkable rewards.



TMP Worldwide
>www.tmpw.co.uk

TMP Worldwide is a resourcing business that helps organisations hire and retain the right people by leveraging their employer brands. We focus on brand led direct resourcing, which puts the employer brand at the heart of the resourcing process. We support direct resourcing across entry level talent (apprentice, graduates and MBA), volume recruitment (contact centres, retail and manufacturing) and senior, professional & specialist hiring. We help organisations recruit engaged and inspired talent who deliver superior performance. We do this by developing assessment and selection frameworks that assess strengths, behaviours and motivation. We build brand awareness through multi channel campaigns, maximising creative thinking and innovation to connect and drive the audience to a destination employer. As a recruitment outsourcing provider we deliver a positive candidate experience at each stage of the recruitment process using the latest digital platforms to build employee engagement and high performance.



T-Point Solutions

>www.tpointsolutions.net

The way we communicate today is instant, direct, personal and multichannel. In our personal lives we're used to organising a party via Facebook, the groceries online, and our children by text. And when we deal with a business we expect them to be able to keep up. At tPoint we believe in straightforward human interaction; between you and your customers, and between us and ours. We speak human. In other words, our omni-channel contact solutions are intuitive and user-friendly. Easy to implement and unfussy to use. Oh and they also transform contact centre effectiveness.



TSW Training

>www.tsw.co.uk

TSW is recognised throughout Wales for their planned, systematic approach to improving organisational effectiveness – one that aligns strategy, people and processes. With vast experience throughout the contact centre industry, TSW has developed an enviable reputation for meeting your exact needs, be this through their market leading pen Programme Course Calendar, pre-designed programmes, or bespoke solutions created around your organisations' requirements. TSW will work with you to find the right solution that will deliver results inline with your organisational goals. TSW are proud to have partnered with industry leaders such as; Admiral Insurance, Scottish & Southern Energy, First Source Solutions and Connect Assist to deliver effective development programmes.

Yolk Recruitment

>www.yolkrecruitment.com



Yolk Recruitment are a multi-award winning recruitment agency, matching the right people with the right employers nationally. With offices in Cardiff and Bristol our focus is set firmly on candidate care and exceptional client service. We recruit across a wide range of business functions and sectors including a variety of positions in the call centre industry. With a client list that includes big national and small local businesses, our 40 strong team are big enough to handle larger recruitment needs, but small enough to keep the local business feel that our clients have learnt to know and love.

Welsh Contact Centre Forum

>www.welshcontactcentreforum.co.uk

Welsh Contact Centre Forum is an employer-led organisation, which delivers extensive support to an industry generating over £750 million a year for the Welsh economy. It offers strategic direction from set-up to expansion, procurement to grants, recruitment and resourcing. Through the Welsh Contact Centre Forum you can participate in a dynamic business community where you can share ideas, identify new opportunities and generate leads for your business.

South West Contact Centre Forum

>www.swccf.co.uk

South West Contact Centre Forum (SWWCF) is an industry-led initiative which supports the contact centre sector in the South West of England. Established in 2008, the SWCCF covers one of the largest regions in the UK, home to over 250 centres and employing approximately 52,000 people.

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