

Our consulting services are based on focused analysis of an organisation's contact and relationship management capability. **rostrvm** Prophet delivers a quick, accurate, review of current performance measured against your needs and best practice

Why use Prophet?

What's your approach?

What do I get?

We're passionate about what we do. Our entire approach is based on understanding your requirements and then delivering guidance that exactly meets your needs.

"We have always been impressed by the professionalism of Rostrvm Solutions when they have come in and met us to discuss ideas.

They really have made a difference to the quality of our business."

West Bromwich Building Society

Why use rostrvm Prophet?

Let's face it. Most children grow up with ambitions to be an athlete, a fighter pilot, a teacher, a doctor, a musician.... Very few (and probably none at all!) set out in life planning to run a contact centre. So most contact centre managers experience the challenge of running a complex communications environment for the first time when they are dropped in at the deep end.

Rostrvm Solutions' consultants have hundreds of man-years experience in call centre solutions across the world. Our people have gathered expert knowledge and competence in customer contact technology and best practice. Across any vertical market, and regardless of whether your centre is focussed on customer service, business generation, providing an internal service or a combination of these, your consultant has an appreciation of your business drivers.

What's your approach?

Prophet consultants haven't become rich and famous like David Beckham or Madonna; but we are experts in contact and relationship management strategies. At the same time **you** are the expert in **your** business and its challenges.

Each **rostrvm** Prophet consulting engagement is a collaborative effort between you and us and we encourage your proactive involvement to ensure that we maximise the benefit of our activities. From the outset you will meet people who are call centre experts and can advise you on your options, risks and opportunities.

You will find us very enthusiastic and proactive. As well as helping you optimise your contact centre, we transfer technical and best practice expertise to you.

What do I get?

No two assignments are the same. Your questions might include

- How do I reduce abandoned calls?
- How can I contact customers and prospects more effectively?
- I'm swamped with email. How do I stop drowning?
- Will call blending work for me?
- I just don't know what's happening. Can you help me to find out?

No matter what the questions are Prophet will deliver:

- A quick, accurate, review of current capability and performance measured against client needs and best practice
- Identification of 'quick win' opportunities that can be implemented with minimal investment/change
- Formulation of a programme to deliver strategic improvements that support the stated goals and objectives, and provide the foundation for continuous improvement.

This activity is focused on business process, technology and the people that need to work with them. We have developed this approach from numerous assignments where the client requirement is the implementation of practical solutions to real business problems.

To find out more call us on **0800 6122 192** or visit **www.rostrvm.com**

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So what happens?

Our clients are all different.

Our process is not prescriptive and is tailored in consultation with you to address your specific aims.

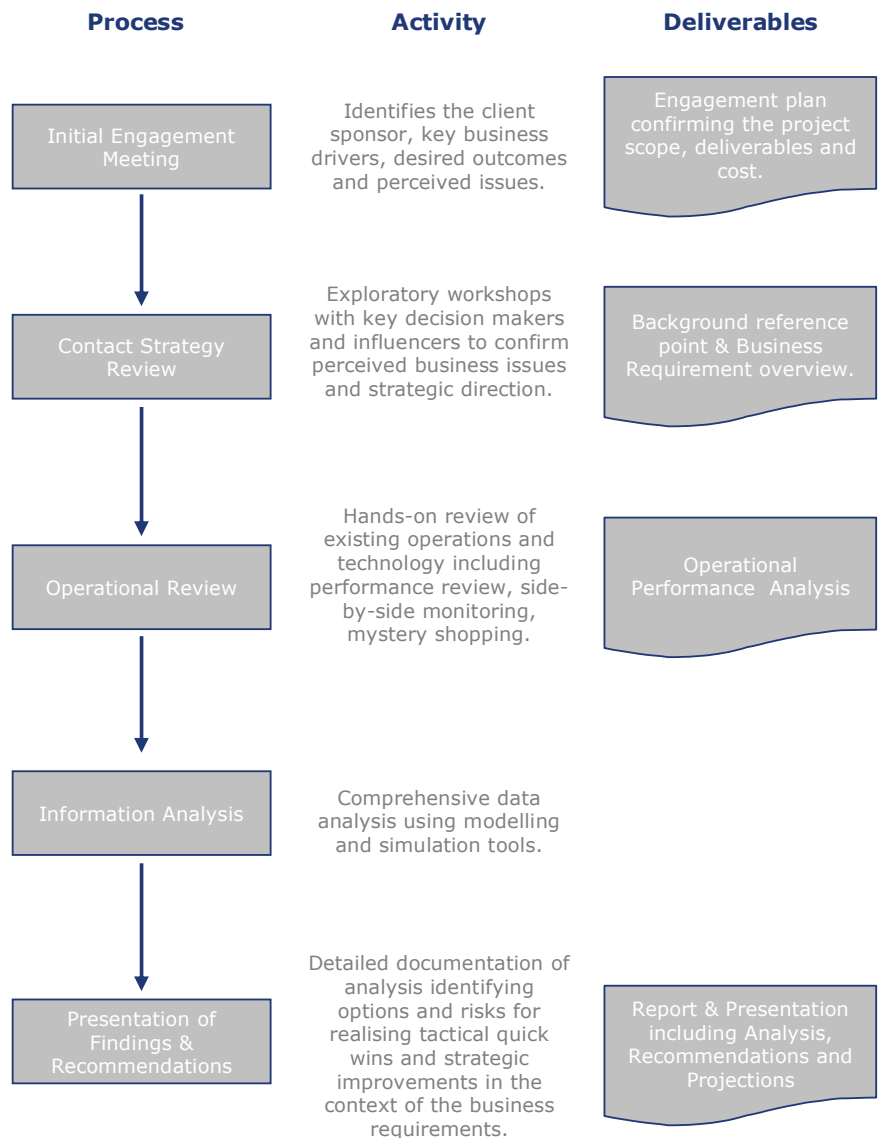
“Working with rostrvm has been very straightforward.

They have taken the time to understand our needs and delivered exactly what we need.”

Nottinghamshire County Council

So what happens?

Our clients are all different, but we can apply the following generic process as a framework for our proposed engagement. This process is not prescriptive and is tailored in consultation with our clients to address specific requirements.



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What's the cost?

Who do I talk to?

We come with a guarantee. If we think Prophet is not right for you we'll tell you. We're not about trying to offer you something that won't help you. By the same token, if we think we can help you then you'll see high levels of commitment and enthusiasm.

What's the cost?

That's a fair question. You will certainly want to know the cost before you go much further.

Every Prophet assignment is different. Our services are tailored to address specific client requirements, but also meet three fundamental client needs:

- visibility of cost
- defined deliverables
- practical and measurable advice

Using proven processes supported by call centre modelling and simulation applications we guarantee to deliver real business value without asking you to sign a blank cheque.

So if you would like to know what it costs take the first step and invite us in for a chat – don't worry the first meeting is free! Once we know what you need we'll provide you with a fixed cost proposal.

That said we'll also be open and honest about what we can and can't do. If we don't think we're right for you then we'll tell you straight away

OK, you've got me. Who do I talk to?

Your best initial contact is one of our Business Development Managers. We're all friendly and eager to help .

So, if you've got a specific problem or just want to chat about your problems contact us. We are ready and waiting to leap in to action - drop us a line at info@rostrvm.com or call us on **0800 6122 192**.

Thank you very much for taking the time to read about **rostrvm** Prophet. You can find more information about us and our offering on our website – www.rostrvm.com.

"The rostrvm team has been very good in supporting me. Even for technical issues they explained everything in layman's terms..."

"They are always forthcoming and achieve results."

EDF Energy

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