



## Discover Leisure has linked rostrvm inbound & outbound call handling to its VoIP network, VPN and IT systems to deliver top quality customer service.

### Industry Sector

Travel & leisure

Inbound & outbound contact

### Project Objectives

To complement VoIP investments and enhance the service offering to customers by improving the way that calls are dealt with and managed

“We didn’t know about diallers, we were just looking for a viable solution and Rostrvm came back with everything we needed, which made the whole process faster and very straightforward.”

Tim Ormrod  
Discover

Discover Leisure PLC is a premier outdoor leisure retailer specialising in the caravan and motorhome market. It also stocks a large selection of tents and camping accessories, as well as leisure clothing.

Its contact centre now benefits from:

- **rostrvm** Outbound - a platform independent predictive dialler, which supports structured, automated outbound contact
- **rostrvm** CallDirectorACD inbound contact management
- **rostrvm** CallGuide on the desktop with full scripting tools and process management functions to support agents through different types of calls

**rostrvm** was deployed very quickly in a Voice Over Internet Protocol (VoIP) environment and was easily integrated with existing systems to improve levels of customer service throughout the company.

Using a Virtual Private Network (VPN) on their laptops to connect to **rostrvm** has enabled Discover to take full advantage of the benefits of homeworking, with some employees working from home.

This ensures Discover can provide an uninterrupted service at all times.

### The challenges

In Discover’s busy contact centre, agents did everything manually, from creating lists of customer details to dialling telephone numbers and answering the phones. Discover required a dialler to automate some of this and maximise resources by integrating outbound customer service calls, insurance renewals, and after sales follow-up.

The **rostrvm** OutBound dialler was recommended to Tim Ormrod, IT Manager at Discover, by a contact who had previously had a good experience of Rostrvm Solutions. Tim found that the product would integrate well with existing technology at Discover.

### The solution

Discover had already invested in VoIP technology to save money on telephone calls. Adding the **rostrvm** OutBound dialler and **rostrvm** CallDirectorACD inbound contact management system allowed the company to enhance its service offering to customers by improving the way that its calls are dealt with and managed.



Software used
<b>rostrvm</b> OutBound
<b>rostrvm</b> CallDirectorACD
<b>rostrvm</b> CallGuide
<b>rostrvm</b> SuperVisor

**Highlight**

**“We had already invested in VoIP technology to save money on telephone calls. Rostrvm software is very flexible so we were able to integrate the dialler with our existing VoIP gateway and ViBE”**

“Rostrvm’s support team is also first class – they are always at the end of the phone when we need them.”

Discover Leisure

Tim says, “We had already invested in VoIP technology to save money on telephone calls. Rostrvm software is very flexible so we were able to integrate the dialler with our existing VoIP gateway and ViBE. ViBE delivers QOS, a significant increase in call throughput over existing bandwidth, Encryption, Line Bonding, Failover capabilities to ensure the calls stay in progress, and realtime stats on the underlying network in use.

“We also use a Virtual Private Network (VPN) on laptops, to connect to **rostrvm** to enable some of our employees to work from home - ensuring that we can provide an uninterrupted service at all times. We made considerable savings and it was all deployed very rapidly.”

**The results**

Now, customer calls from all regions are automatically routed into Discover’s Head Office over VoIP and picked up and displayed on **rostrvm**, where they can be managed.

Tim says, “Head Office can either take the call or divert it back out to the relevant person, including our homeworkers, which has improved our customer response times and the quality of our customer service. In addition, it is logged and we can see who called, at what time, for what department and maintain a record of everything that’s going on.”

“All the information in **rostrvm** has been integrated with our back-end management system that holds all the details of our stock, customer data etc., to support faster customer service.

“Furthermore, the Rostrvm team are great to work with and from the day when we started going through the process, it was clear that they knew exactly what we were talking about. We didn’t know about diallers, we were just looking for a viable solution and Rostrvm came back with everything we needed, which made the whole process faster and very straightforward.

Rostrvm’s support team is also first class – they are always at the end of the phone when we need them, they understand the issues and are extremely helpful if we have any questions.”



## Topic

**Flexible commercials**

**Truly integrated functionality**

**Future-proof and cost effective**

## Highlight

Our applications allow our customers to work profitably, productively, efficiently and with accountability. Start from scratch or use rostrvm to work in harmony with your existing technology and add new features and functions at a fraction of the cost of other suppliers.

## Just add rostrvm

**rostrvm** simplifies your existing call centre and back office technology and processes so that they play well together. We do this with innovation and flexibility; qualities that are all too rare in a market that is largely served by traditional offerings from the traditional vendors with the traditional limitations.

- **We deliver tailored solutions and a unique combination of benefits that leave our competition standing:**
- Commercial frameworks that really benefit your business. **rostrvm works on site or hosted in the cloud and can be acquired on a capex, opex, subscription or pay-per-use basis.**
- Support and improve any telephone system and IT environment. **Why throw away your existing investment when you can enhance it cost effectively and with minimal risk?**
- A truly integrated platform that supports truly integrated functionality. **One administration, configuration and information environment for total control of inbound, outbound and back office contact and processes.**

## Our company

We're a British software company. We design, develop and support the **rostrvm** suite of applications with a dedicated team of experts all based in Woking, Surrey UK.

We have a very demanding and loyal customer base that relies on us for the provision and support of their core call handling and process management functions. They include Aviva, Cable & Wireless, EDF Energy, London Borough of Wandsworth, Next Directory, Nottinghamshire County Council, RAC, Telefocus and West Bromwich Building Society to name a few.

As a privately held company we maintain a strong culture of independence which is increasingly rare in our market sector. We see our independence as a major benefit to our customers and partners - it guarantees the openness of our technology and the objectiveness of our approach and advice.

## What now?

You can find out more about our stuff and what we do with it on our web site. If you like what you see why don't you drop us a line or give us a call to arrange a meeting? – we'll make it worth your while.

All of our people are call centre and process management experts with years of experience. We're used to dealing with all sorts of people, from those who know exactly what they want to those who haven't got a clue!

We don't have all the answers but you can be sure of the knowledgeable approach and the can-do attitude that consistently meets and exceeds the expectations of our customers so they can do the same for theirs.

We look forward to hearing from you soon.



Rostrvm Solutions Limited is ISO 9001:2008 accredited for all business processes and procedures.

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

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