

## Case Study: Bouygues Energies & Services

Bouygues Energies & Services provides engineering and service capabilities to both public and private sectors.

### Industry Sector

## Outsourced Facilities Management

Bouygues Energies & Services is a leading provider of integrated energy services, facilities management, infrastructure and contracting solutions across the UK. Its presence across the UK and globally, enables it to support and service all its clients' critical infrastructure and building requirements.

The Customer Service Desk now benefits from **poweredbyrostrvm**, a multi-functional and robust cloud solution, which includes:

- Cloud-based system providing 24-hour service
- Inbound contact handling with intelligent queueing and skills-based, multi-channel ACD
- Outbound contact management
- In-call scripting
- Call recording and retrieval with meta data tagging
- Greater visibility through operational and business outcome reporting, with real-time displays and dashboards
- UK-based service and support from Rostrvm's experts

### The challenges

The contact centre offers facilities management support across three hospitals, two universities and three other sites and wanted to enhance its response to incoming calls and provide a seamless customer experience. Cidalia Hookway, Estates Office Manager, explains: "We needed to ensure that our operators were able to assist quickly and efficiently. We already knew of Rostrvm Solutions and the services that they provided so asked them to work with us to find a cost-effective answer.

"Up to that point we had explored other options. Rostrvm understood our project objectives and were able to assist us in the time frames required.

The cost was also very reasonable when it was compared to what we had been quoted."

### The solution

**poweredbyrostrvm**, a cloud-based solution, was deployed to provide Bouygues with all the advantages of an on-site system without the expensive set-up outlay, as it works with their existing infrastructure.

It provides a better caller experience for Bouygues' customers and the contact centre team enjoy a calmer, professional working environment, with no ringing phones as the system is cloud-based and automated. Calls are routed through automatically rather than via reception, so it's easier to provide a faster, smoother service. Being able to listen to call and data recordings enables the team to improve their response to client queries and also use the feedback in training sessions.

### The results

As **poweredbyrostrvm** is cloud-based and overlays existing telephony and IT, the contact centre has been able to enhance their capabilities without replacing what they already had and deployment was quick. The superior performance management system provides much greater visibility so that resources, productivity and outcomes are monitored more easily and operations run efficiently. Cidalia Hookway concludes: "The benefits were instant. Feedback from our operators was very positive, with calls running more smoothly and having good outcomes. These include not having to physically pick the phones up, an equal shared load for all operators, and easier management and tracking of call traffic. Since the system went live, we've now rolled **rostrvm** out in another of our contact centres, looking after a different hospital site - and interest has spread throughout Bouygues to use it elsewhere too."

### Project Objectives

The challenge was to get the service and the team up and running within a very short time frame.

"We cannot speak of the **poweredbyrostrvm** cloud system highly enough. It has changed the dynamic of my team beyond words, and has been recognised throughout our business - so much so that we include it in future bids. We cannot imagine life without it now!"

**Cidalia Hookway**

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

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**rostrvm**



#### 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 and have 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. See our website for more case studies.

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 us and what we do on our website. 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.