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Promoting Growth Through Technology

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## **Voyager Supports NCP in Future Growth Plans**



Voyager Networks has recently completed the 2<sup>nd</sup> phase of National Car Parks (NCP) new communications infrastructure, As part of their rapid growth NCP now has a new Cisco Contact Centre at their National Operations Centre in Croydon, which will furthermore support their growth plans and enhance customer service delivery.

NCP has become synonymous with parking in town centres, airports and railway stations all over the United Kingdom. Founded in 1931 NCP is today's market leader in the provision of parking services supplying over 200,000 spaces across more than 700 locations. After a period of rapid growth and development, accompanied by an 18% increase in the number of employees, the business split during 2007 into the traditional car parking business (NCP) and the quickly evolving outsourced services business (NCP Services) . Both organisations are now based at a new purpose built head office in Croydon.

In line with the separation of businesses, both companies required a separate network & telephony infrastructure, NCP also required a new contact centre solution to that of NCP Services, after having a bad experience with the old Avaya solution that was already in place.

NCP were unhappy with the existing Avaya contact centre system as it had proven to be unreliable and inflexible. Furthermore NCP were unable to extract the level of reporting that they required from the Avaya system to advise the business on the performance of their NOC and customer services team. This meant NCP were unable to accurately report on 95% of the calls that came into the NOC with their existing system.

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As NCP's network partner of choice for the past 3 years, Voyager put forward industry leading Cisco System's IP based Contact Centre Express solution, which was an extension of the Cisco IP Telephony solution that Voyager had already installed in 2007, enabling NCP to further leverage the investment it has already made in Cisco.

NCP required the project to be completed within aggressive timescales due their relocation plans and expiration of their existing contract with their current telephony supplier. Voyager designed its solution, after extensive consultation with NCP's ICT team and having worked with them for the last 3 years, Voyager already had a comprehensive understanding of NCP's entire Cisco infrastructure and their requirements going forward.

Voyager were more than well equipped to be able to put together a schedule of works and effectively manage the project in order to achieve the tight deadlines set out. The key advantage of having a single vendor would ensure that Voyager could control the quality of the service and continue to provide the effective support NCP required during this transitional period.

As NCP's trusted support partner, Voyager has deployed a reliable, secure and robust solution that is able to scale with the continual growth that the business expects. Furthermore the new system will deliver the reporting that will enable the NCP Customer Operations team to report accurately on the performance of the NOC and furthermore manage its agents more effectively and gain greater visibility of individual performances.

For more information on this project or alternatively to discuss your requirements please contact Voyager Networks on 0870 1709700.

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**About Voyager Networks Ltd**

Voyager Networks develops and deploys secure Internet Protocol (IP) communication network solutions for private and public organisations throughout the UK. Established in 1993, Voyager's core strength is adopting new and advanced technologies and translating them into effective solutions that deliver genuine business value for its customers.

Voyager has implemented a range of tailored Unified Communication solutions, many of which are pioneering in their sector, for customers across a broad spectrum of private and public sector organisations. Voyager's customers include British Airways, Regenda Housing Group, Random House Group, The Lawn Tennis Association, West Dorset General Hospitals NHS Trust and Bovis. For more information on Voyager and its services please visit the website – [www.voyager.net.uk](http://www.voyager.net.uk)