



Enghouse Helps NCH Keep Tenants in the Picture

About Nottingham City Homes

Nottingham City Homes is an arms' length management organisation (ALMO) who look after around 27,000 homes on behalf of Nottingham City Council. NCH's vision is to create homes and places where people want to live and this year they won the title of Landlord of the Year 2018 from the UK Housing Awards which is a testament to their commitment to tenant involvement and putting customers at the heart of everything they do.



Project Overview

NCH offer a wide range of services to its local community and handles over 400,000 calls through its contact centre per year. With their current system reaching end of life it was imperative for NCH to find a new contact centre solution that would provide continuity of service but also offer flexibility as new channels of communication were added.

Catherine Elliott, Head of Customer Experience, NCH commented: "It was important for us to find a system that would allow us to grow and develop. At the moment 90% of our interactions are telephone based but we want to drive uptake of other interaction methods over time, so we needed to ensure that the chosen platform offered a future migration path."

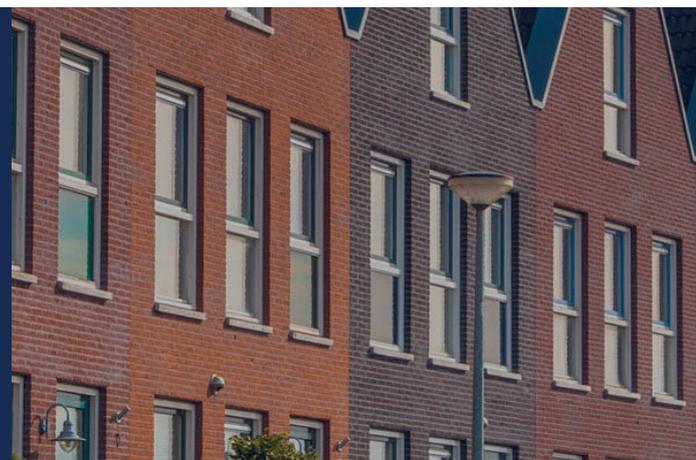
Choosing a new platform

Governed by strict procurement policies, NCH went out to tender and chose a leading unified communications provider, who in turn worked with managed service and unified communications provider, Voyager Networks to deliver the Enghouse Interactive Communications Center (EICC). NCH had no pre-conceptions on solutions so went in with an open mind.

"The process gave us the opportunity to benchmark products and suppliers against each other and it soon became clear that the combination of a leading CCS supplier as primary contractor, Voyager Networks as solution provider and the Enghouse Interactive Communications Center as the flagship contact centre solution was the right choice," Added Elliott.

Putting the System In

One of the key priorities for NCH when it came to installing the solution is that it had to be carried out with minimal downtime. Thanks to the expertise of the Voyager team and the intuitive nature of EICC, the system was only down for 17 minutes in total and was being actively used within a day of installation.



Project delivery

Voyager also upgraded NCH's existing Cisco Unified Communications (UC) platform and integrated it with EICC. Overall, the whole implementation project was successfully delivered on time and under budget. "The implementation itself may only be relevant for a comparatively short period," said Elliott. However, how efficiently and effectively it is carried out can have a real impact on how you feel about a product over the long-term. Ensuring that the implementation was smooth and had very little impact on our customers was an important objective for us – so we are delighted with the result."

Reaping the rewards

Contact centre agents at NCH are already reaping the rewards of using EICC. Most have needed little external support to get up and running on the system and have enjoyed exploring its functionality to find faster, more intuitive ways to carry out their day-to-day tasks.

NCH is also starting to see some of the enhanced customer insight that the solution can provide. Call coding has improved, both in terms of the detail agents provide, but also the ability of management to drill down into that detail and gain a better understanding of the status, preference and needs of the customer.

The use of the Cisco UC platform, in particular, helps agents route calls more quickly through to experts in the middle and back office of the business.

Expert support

From the outset, NCH has been impressed by the support it has received from Voyager Networks, a key Enghouse Interactive partner and the main solutions provider it has worked with on the account.

"The continuity of service we received on this project has been very important," Elliott added. "The Voyager team we were introduced to at the outset remained the same throughout and that continuity has been increasingly important as the project has rolled out."

"The relationship with Voyager has been consistently excellent," continued Elliott. "The team's project planning was of the highest standard. They were flexible in the way they managed us and the dedication and commitment they displayed from the word go. They were also patient but nevertheless scrupulously honest when giving us advice and consultancy. Today, they remain responsive and easily accessible whenever we need to contact them."

