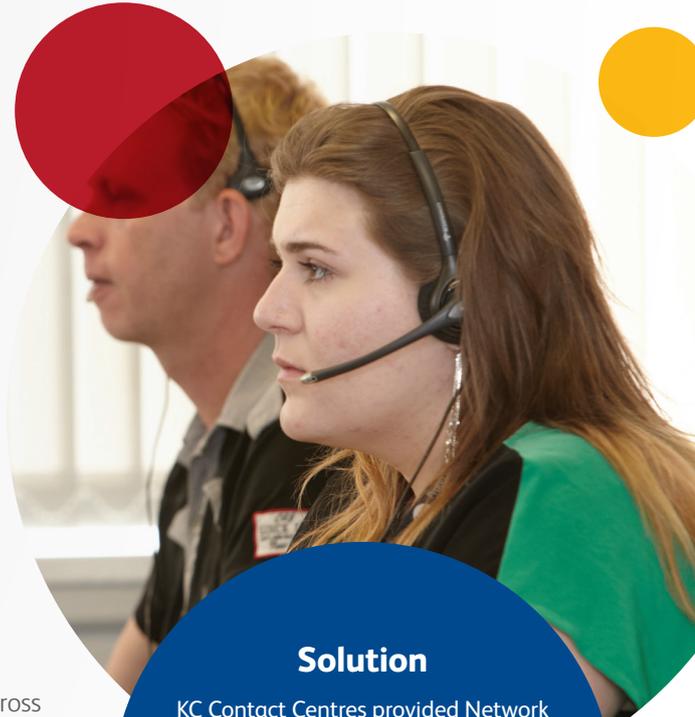




Contact Centres



24/7 call handling from KC Contact Centres, supporting Britain's rail network 365 days a year

About Network Rail

Since October 2002, Network Rail has been running, operating and maintaining Britain's rail network (Europe's fastest growing rail infrastructure) and is responsible for improving safety, efficiency and reliability across some 20,000 miles of track.

What challenges were facing Network Rail?

Network Rail has a highly visible customer helpline number widely seen across a broad range of communications including their website, maintenance vehicles and notification letters. As a result, the company has seen a considerable increase in customer telephone queries over recent years. Additionally, some train users mistake the Network Rail helpdesk number as a point of contact for timetables and general train enquiries which has increased call volume further. To ensure customer care continuity, these calls still need to be handled and re-directed in an efficient, helpful and patient manner. Having outsourced the contact centre function for around 13 years, customer feedback was closely monitored and it was felt important to improve service levels and customer satisfaction.

Solution

KC Contact Centres provided Network Rail with a 24-hour, 365 days-a-year outsourced call handling service, dealing with around 180,000 inbound calls, 20,400 emails and 3,120 postal enquiries each year. In addition, we also monitor and respond to Network Rail's Twitter feed.

"All of the people on the Network Rail team are very friendly and their attitude and willingness to be flexible has been impressive. It's the people that have made the difference."

Nicki Mayers
Communication Manager,
Network Rail

Benefits

- We have a particular understanding of safety and emergency helpline procedures
- Best value solution provided cost effectively
- Employee support systems and initiatives mean staff turnover is low
- Our staff worked hard to ensure a seamless transition – even after the contract was in place, we provided Network Rail with a single point of contact for any help or clarification
- To ensure the customer experience wasn't impacted, we were able to transfer the enquiry line a full month earlier than planned due to the timing being around the Christmas period
- Additional staff were recruited to ensure there was no impact on the service and response times to customers
- A hand-picked Network Rail team that is made up of a mix of experienced and new staff to ensure a quality service from day one
- Implementation of a 'phased calls' approach, working with the incumbent supplier to take a proportion of the calls throughout the transitional period

Results

Less than two months in to the contract, Network Rail had already reported a major improvement in customer response. Almost 2 years later and our Network Rail Team have been nominated for the prestigious Top 50 Call Centres for Customer Service Awards 2014.

To find out more about how KC Contact Centres can help your business call **0800 915 9000** or email info@kccontactcentres.co.uk