



## Contact Centres



## Out of hours call handling from KC Contact Centres is helping the UK's leading online bathroom supplier continue to grow

### About Victoria Plumb

Victoria Plumb is a rapidly growing business that is fast becoming one of the UK's most recognised domestic bathroom brands. Founded in 1999, Victoria Plumb has now grown to become the UK's leading online and mail order bathroom supplier.

The company designs and supplies innovative, high quality bathroom products directly to the public and trade and is part of the Walker Group – owners of some of the best known heritage home improvement brands in the UK, including MFI.

### What challenges were facing Victoria Plumb?

Victoria Plumb needed to ensure that its customer care capabilities could be rapidly scaled up in order to maintain excellent levels of customer service as the business grew. The number of calls increased dramatically and they were struggling with work stations for the extra agents they would need to recruit. Working hours also needed to be increased as well as weekend working and it was difficult with a fixed headcount getting the agents to be more flexible to cover the peak periods of the day/week.

"The relationship is working really well – we're highly delighted"

**Paul Burns**  
Operations Manager,  
Victoria Plumb

### Results

- Blending the systems and resourcing across MFI and Victoria Plumb has resulted in a more efficient service, enabling the team to deal with enquiries across all 3 service areas (customer service, trade and sales)
- Call answer rate increased to 95%, significantly higher than previously achieved, taking into account the number of unanswered calls due to Victoria Plumb's limited resources out of normal working hours
- Flexible staffing capacity to cope at peak times such as sale periods



### Solution

Victoria Plumb had first-hand experience of our ability, having previously called on us to provide overflow support for its existing in-house customer care team. Our knowledge of the sector and understanding of staff migration and TUPE made the transition much easier. Our out of hours call handling service could easily resolve the challenges faced by Victoria Plumb.

### Benefits

- In depth knowledge of 'Transfer of Undertakings and Protection of Employment' (TUPE)
- Locally based making the transition for existing staff members and day-to-day management of the process much easier
- Well positioned to provide tangible cost efficiencies by utilising wider from the KCOM Group Business
- A more advanced telephone system allowing agents to work more effectively
- A mixture of existing Victoria Plumb staff and KC Contact Centres to ensure consistency in customer care

To find out more about how

KC Contact Centres

can help your business

call **0800 915 9000**

or email [info@kcontactcentres.co.uk](mailto:info@kcontactcentres.co.uk)