



## Vertex



Liverpool, England, UK

### Corporate Profile

Vertex Outsourcing is a leading provider of outsourced business services and technology solutions.

Services include consulting, debt management, IT, business process outsourcing, and customer management solutions.

They work with private, financial, utility, and public sector clients in North America, Europe, and Asia. Their 9000 people span 3 continents and 75 locations delivering solutions to wide range of clients 24/7.

### Outsourced Customer Services

Outsourced contact centers are being asked by their clients to perform to the same or higher standard of quality of service as in-house contact centers.

More importantly, they need to ensure that client brand values are as strongly conveyed as if their agents were their clients' direct employees

Vertex handles more than 200 million inbound calls and makes more than 1 million outbound calls yearly.

### Agent Training & Call Coaching

Vertex adopted SmartContact Center on a trial basis to help assist in installing client processes and brand values in the readiness phase of new client project start-ups.

"Vertex has found that SmartContact Center delivers immediate benefits in quality and performance management. The benefits are achieved within the training environment and because the technology is portable the benefit is sustained, as agents transfer back to live operations."

"We experienced measurable performance improvements after only two weeks of using SmartContact Center, with a 15% reduction in average call handling time as well as reductions in supervisor floor walking.

Quality score averages improved by 2% whilst managers experienced great time saving benefits by monitoring, coaching, and communicating with their agents in a much more effective manner, without ever leaving their desk."

Today, Vertex has installed SmartContact Center in several of their call center facilities in the UK, in India, in Canada, and in the United States. SmartContact Center has become an integral part of "the Vertex Way".

SMART CONTACT CENTER

[www.smartcontactcenter.com](http://www.smartcontactcenter.com)

ROBOTEL  
3185 rue Delaunay  
Laval, Québec  
CANADA H7L 5A4

☎ +1 (450) 680-1448  
+1 (800) 680-1448  
☎ +1 (450) 680-1928  
✉ [sales@robotel.com](mailto:sales@robotel.com)