

Dearle & Henderson Energy

A CTI Call Centre Solution

When dealing with some of the largest utility companies in the UK, and responsible for a multi-million pound budget of Government money, Dearle & Henderson Energy needed to be sure it could deliver customer satisfaction and detailed reporting on demand.

This case study examines how the leading consultancy in energy efficiency implemented its telecommunications strategy.

"CTI is very important to us. We need detailed reports and need to know exactly the amount of inbound calls and the response times."

Malcolm Souch Managing Director,
Dearle & Henderson Energy

CUSTOMER BACKGROUND

Dearle & Henderson Energy wishes to be recognised as the most successful firm of construction, design and regeneration consultants, distinguished by the quality of its thinking, the pace and efficiency of its service and the profitability of its operations, whilst achieving the highest compatible levels of customer and staff satisfaction.

Part of Dearle & Henderson Energy's role is to run energy-efficiency initiatives for the major private utilities including: British Gas, TXU, London Electricity, Powergen and Seeboard. It's remit is to provide discounted cavity loft insulation or central heating to domestic consumers.

THE BUSINESS CHALLENGE

More than 745 people work at D&H's Worthing offices, most involved in two distinct project areas, one relating to the Government's Home Energy Efficiency Scheme (now known as Warm Front), the other project being Standards of Performance (SOP) management of nationwide energy efficiency projects for gas and electricity utilities.

Because Dearle & Henderson Energy spends over £60 million worth of energy saving grants each year it needed a telephone system able to deliver call centre functionality, Computer Telephony Integration (CTI), produce comprehensive reporting and the ability to setup hunt groups with freephone connection. The incumbent system also seemed lacking in delivering voicemail and unified messaging.



"Our part of the business is quite probably the most dynamic of the Dearle & Henderson Group. CTI is very important to us. We need detailed reports and need to know exactly the amount of inbound calls and the response times." said Malcolm Souch, Managing Director, Dearle & Henderson Energy.

WHY INTER-TEL?

A leading Inter-Tel reseller worked closely with Dearle & Henderson Energy and by listening to the issues and the requirement did not hesitate in recommending the Axxess platform.



By maximising on Inter-Tel's unique Open Architecture Interface (OAI) Dearle & Henderson Energy were able to seamlessly blend third party vendor Swan Solutions CTI package (Callview) with voice recording and unified messaging.

THE BUSINESS SOLUTION & RESULTS

Callview has enabled Dearle & Henderson Energy to drastically improve its call usage management. Detailed reports mean that Dearle & Henderson Energy can inform its clients if the call centre staff are answering calls within the required timescales. It also means they can monitor actual extension usage both inbound and outbound.

By using hunt groups across its two sites in Worthing Dearle & Henderson Energy has been able to reduce lost calls significantly and can monitor peak times so that call flow can be managed more effectively.

Dearle & Henderson Energy has been able to reduce call costs... and monitor peak times... more effectively

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