



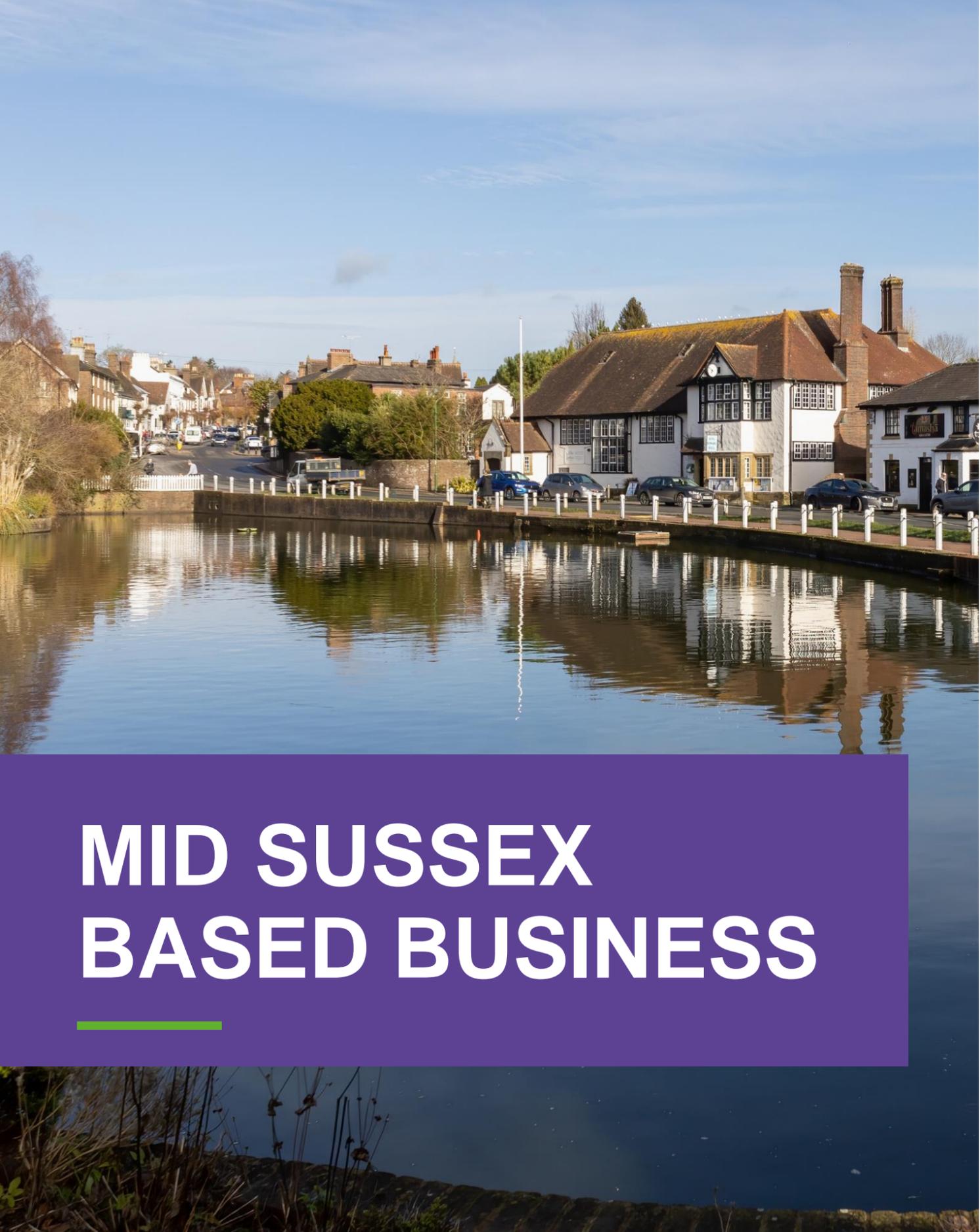
A RESPONSIVE,
AGILE,
**OUTSOURCED
CONTACT CENTRE**

WHAT IS AN OUTSOURCING CENTRE

We are an extension of your business; our focus is to:

1. Take away the distraction, stress and time consumption associated with headcount
2. Maintain your customer service & business process.
3. Provide scalability for your business
4. Contribute to the performance of your business
5. Allow you to focus on your core business
6. Provide a 'real person for your customers to speak with & to provide an exceptional experience



A scenic photograph of a waterfront town in Mid Sussex. The foreground shows a calm body of water reflecting the sky and buildings. In the middle ground, there are several traditional white buildings with dark timber framing and gabled roofs. A road with parked cars runs along the water's edge. The background shows more buildings and a clear blue sky with light clouds.

MID SUSSEX BASED BUSINESS

- Near the main rail line from Brighton to London for easy access
- Access to a significant working population
- We have access to a diverse workforce
- We have access to a skilled workforce
- We invest in our staff
- We have a stable workforce and so benefit from incremental skill gain
- Where appropriate we promote within
- We celebrate success through our recognition programme

WHY USE BDM TALK?



The relationship between BDM Talk and client is results driven



Infrastructure costs and maintenance are covered



Flexibility to scale up (or down) without additional premises costs



No additional administration / IT support / HR costs



Holiday and sickness are covered within the cost structure



Experienced in transition from in-house team to BDM Talk



Costs are fixed and agreed at the outset



We can operate utilising our systems or yours...depending on your business needs



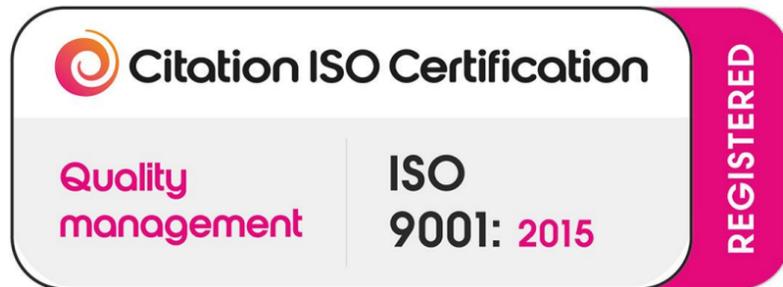
Cost savings achieved through economies of scale of the account



We are experienced in TUPE transfers



SOME ASSURANCES



IN OUR CALL CENTRE



Our agents are employed by BDM



Our agents objectives are aligned with client objectives

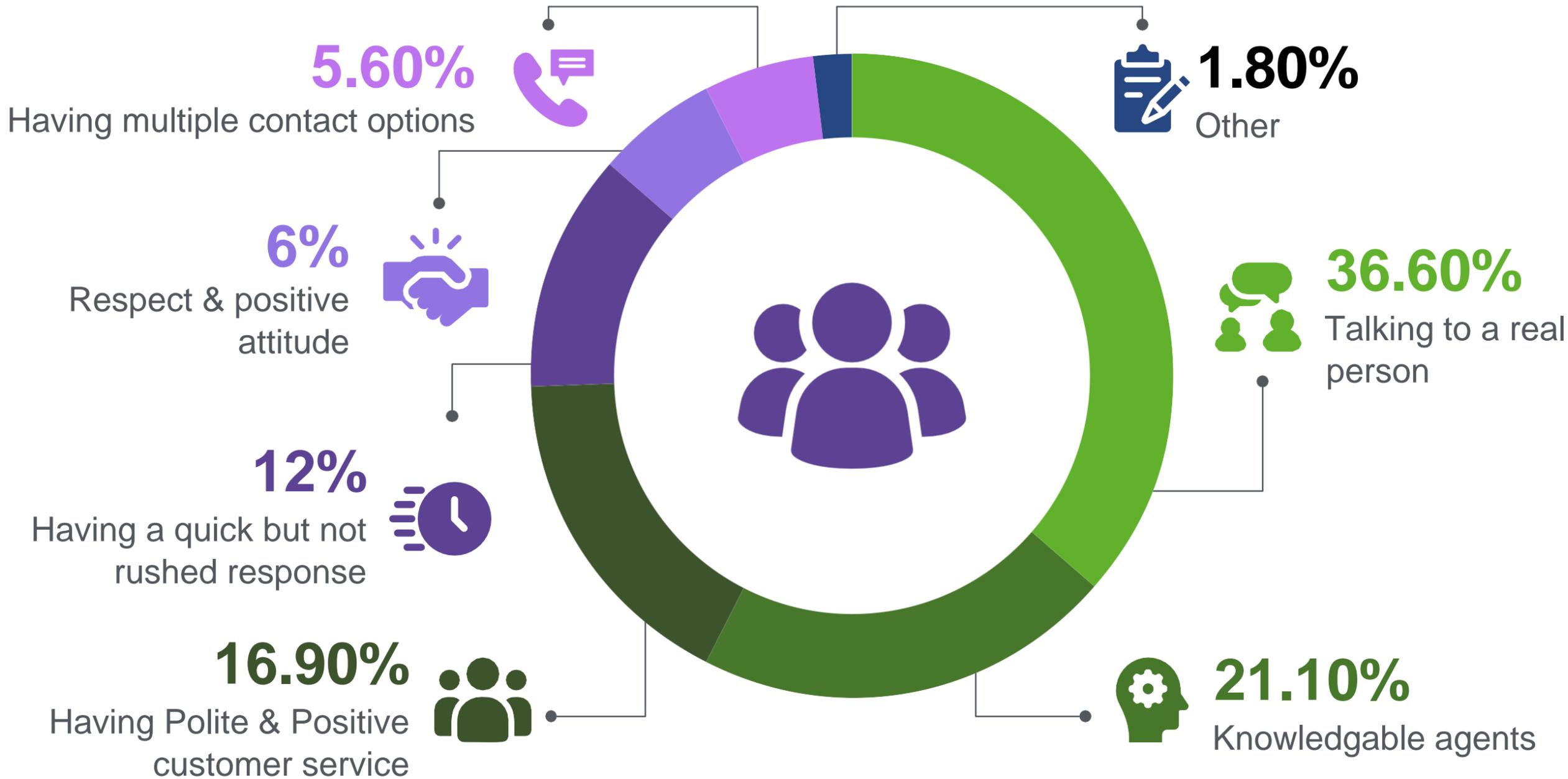


Typically, Our agents are targeted by quality-of-service perspective and 'sales' performance



Our agents' rewards aligned with client objectives

WHAT CUSTOMERS WANT





QUALITY CONTROL



To ensure that success BDM Talk ‘critiques’ each agent every day to ensure the highest possible level of customer service, experience and compliance is maintained.

Agents are ‘assessed’ in three areas:



Process



Experience



Compliance
with process

Constant monitoring of quality drives consistent delivery of a quality service, incremental skill development and clarity of expectation by the Agent.



SUMMARY

- BDM Talk can clearly demonstrate our experience as an established Outsourcing contact centre
- Experience in supporting multi-national businesses, small businesses and regional groups for over 10 years
- Our focus is on elevating customer service



Contact us

Tel: 0333 202 9897

Email: marketing@bdm-group.co.uk

Post: BDM, Greenacre Court,
Station Road, Burgess Hill,
West Sussex