



## Alert TeleServices

Alert TeleServices is the 24/7 assistance service provided by Securitas Alert Services Netherlands. Customers include businesses, corporations, institutions and private citizens. Securitas Alert Services monitors, reacts and resolves security threats so that customers feel safe and protected. Securitas responds to unique and specific security challenges, tailoring its offering according to the customers' specific demands. In the Netherlands, Securitas Alert Services provides a wide range of emergency services. The company develops, promotes, sells and delivers those services in collaboration with independent partners, suppliers and consultancy agencies.

### The Alert TeleServices contact center

The Alert TeleServices contact center has 70 agents, four of whom are team coordinators handling queries from about 400 customers 24 hours a day, 7 days a week. Evides Rotterdam (water supply), Woonbedrijf Eindhoven (house central) and Grenco Nederland (cooling), are some of Alert TeleServices customers. Various scripts and skills are required, depending on the customer's particular needs. Customer requests are highly diverse and may involve emergency calls concerning car parks, breakdown assistance, fitters assistance, and so on. Agents handle incoming requests by telephone or email. IVR ports link 60 telephone lines. The number of calls varies monthly, ranging from 40,000 to 60,000.

### Handling emergency calls using Altitude uCI

Building on Altitude's vBox and Altitude uCI V7.5, the Altitude Software team developed and implemented a tailor-made and web-based call-management application. The challenge was to build a tool that would facilitate a multifunction, multimedia service to replace an old Unix-based program. Windows-oriented, the new project also allows video support. Since customers approach the contact center with diverse requests, it was essential that the scripting should be easy to use, in order to be able to deploy staff quickly. Although independent from the rest of the Securitas infrastructure, the contact center application needed to be able to communicate with applications used by some customers, for example, the heating-system fitters. For example, agents are able to transfer a customer with a query about a heating system directly to the fitter's mobile phone.

Altitude Software delivered a tailor-made solution, which took both our very specific requirements as well as those of our customers into account. It's a win-win situation for all parties involved: our customers enjoy a contact center that offers a multifunction, multimedia service, we are able to offer them new services, and our agents benefit from a simple and user-friendly application. ”

*Peter Berkelmans*

*Teleservices Manager, Securitas Alert Services*

#### Client Data

- Securitas is a worldwide leader in security with operations in 40 countries all over the world.
- Securitas global market share of the outsourced security services market is approximately 12 percent
- In the Netherlands, Securitas took over B&M Beveiliging & Alarmering BV in 2000, and VNV Beveiliging in 2001
- Securitas Alert Services employs 5.400 people in the Netherlands

#### Business Benefits

- Reduction of the average handling time from 130 seconds to 40 seconds
- Availability of the full interaction history of each customer
- Reduction of the average waiting time from 38 seconds to 14 seconds
- Abandoned calls rate reduced by 60 percent

## Implementation in several stages

It was only after a rigorous selection process that Alert TeleServices selected Altitude Software. After having evaluated 30 different solutions, the company compiled a shortlist of 3 names before taking a final decision. The implementation phase took place in several stages: the initial meetings that established the requirements for the website, user training, go-live for the first 25 agents and the final changeover to the new platform. The Altitude Software teams showed great flexibility over the implementation of the solution and the work done with Securitas Alert Services.

## A faster, more efficient service

Implementing the Altitude uCI solution produced tangible results right from the outset, since calls are now processed faster and more efficiently. For example, on average, agents now handle a request three times faster than before (from 130 seconds down to 40). Waiting times have been reduced by more than half, coming down from 38 seconds to 14 on average. Therefore, the number of abandoned calls has declined by 60%. Agents' work has also been made easier thanks to better information about the customer and the automatic display of the full history of the customer. In addition, supervisors also benefit from reporting tools that allow the definition of extremely clear and complete reports measuring the contact center's performance.

### Altitude Solution's Advantages

- Flexible and easy to integrate, Altitude uCI can be seamlessly linked to existing hardware systems
- Ability to develop new services to customers
- Reduces the number of errors
- Creates a network by linking customers

### Contacts

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