

## The Phone House has a rapid and smooth growth of its Support Centre with Numara FootPrints

The Phone House realized a rapid and smooth growth of its Support Centre with Numara FootPrints, while becoming more efficient and increasing customer satisfaction.

Egon Janssen, working with the IT team at The Phone House in the Netherlands says: 'Numara FootPrints is simply 'click and ready'! It's so easy to use with its web-based standard on Windows SQL. In spite of our fast growth, we are now more efficient and we have happier customers.'

### Background

The Phone House is the largest independent telecoms supplier in The Netherlands with 190 stores. Their Support Centre grew explosively in the past five years from 4-5 users to 79 now (on a total of 160 Support Centre employees), with some 400 calls a day.

The Phone House had the need to expand its Helpdesk and to register its Support Centre activities, because of the fast growth of the company and the centralisation of their helpdesk; customer support and customer care departments in the Netherlands.

'We did not want any of these extensive, complicated and expensive packages, nor a proliferation of software and applications that need to be kept open all the time. 'Numara Footprints meets our needs for a simple, inexpensive, and user friendly web based tool; the Customer Centre gets an incoming call and they create a ticket that is immediately directed to the right department for follow-up.

### The system allows us to have:

- Control over the activities and an insight in the activities and the status of the calls
- Simple accessibility (web based)
- Easy to use for both internal and external users, by a browser
- A flexible number of users that can be adapted by simply changing the number of (flexible or regular) licences for the needed amount of users.

Egon Janssen's advice to companies with a Helpdesk: 'Any company with a central helpdesk needs a registration package. Numara FootPrints is also suitable for SME's, because of its big price advantage and because it is relatively easy to manage.'

'Moreover the support centre at the Phone House now works far more efficiently, in spite of the multiplication of the number

### The Phone House

Your phone, your way.

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of users. 'We used to work with yellow pads at the Helpdesk and then via the mailbox... The FootPrint system forces us to register every call, which leads to more customer satisfaction and better control.'

The results of the Customer Support Centre show more practical advantages since the implementation of Numara FootPrints:

- The need for calling between the departments has been reduced considerably;
- The complete overview of registered calls in the system, which makes it manageable better and allows users to see the status at any moment;
- A rise in customer satisfaction, since customers can see the status of their call and its complete history;
- Customer Centre users who need to do a lot of calling, apart from using the system, are being offered an additional Footprints training session;
- System support is available from Numara

### Future plans

The Phone House team is planning to learn more on Numara FootPrints for other projects too in the future.

'I think there will be a need for a more versatile use of systems like Numara FootPrints, i.e. integration with the phone system and Outlook. This would result in a more complete system, which is available for monitoring by file keeping, rather than for registration goals only. The other advantage would be that you just need one package and one server, allowing easy maintenance.'