moneypenny

Outsourced Switchboard

Maintaining a reputation like yours is how we've built *ours*

Exceptional businesses, including Magic Circle law firms and
leading brands, outsource their switchboard to us.

FINE & COUNTRY
fineandcountry.com™

BMW

MOORE Kingston Smith

TAYLOR & HART

12 King's Bench Walk

RSM

THE SUNDAY TIMES
100 BEST COMPANIES TO WORK FOR 2019

★★★★★
★ Trustpilot

Introducing a whole new way to *power* your switchboard.

We help organisations identify how best to restructure their switchboard for a better customer experience and fewer fixed overheads.

Outsourced Switchboard either replaces your existing provision, by providing a 24/7 fully outsourced switchboard facility, or supports your in-house team by looking after overflow calls whenever they are busy or unavailable. **The choice is yours.**

How it works

- **Meet your Moneypenny Receptionists** - We work with you to select the right receptionists for your business. Brief us on how you'd like calls to be handled and tell us about any VIPs, so we know who to put through straight away.

- **Divert your calls** - We'll liaise with your internal team, coordinating the technical elements of the divert process and even dealing with telecoms providers directly if you wish. Our team has lots of experience and will work with you until your set-up is complete.

- **Impress your callers** - With an online diary and call handling instructions to hand for each of your employees, your Moneypenny Receptionists will work together diligently; either transferring calls or sending messages immediately.

Choose agile outsourcing
For a more dynamic business environment.

- **Flexible support when you need it most**
  Cost-effective and instantly scaleable

- **Facilitates remote working**
  Calls transferred to people working anywhere

- **Seamless service delivery**
  Complements your existing provision

- **Auditable call & message history**
  Available online to review at any time

- **24/7 availability**
  Ideal for international offices

- **Ancillary tasks undertaken**
  Including appointment booking

- **Optional speech recognition technology**
  To save up to 80% on switchboard costs

0333 202 1005 | moneypenny.co.uk

We're obsessed with the detail. That's what makes us *different.*

Whether you're looking to reinvent your front-of-house experience, or simply reduce call waiting times and improve service levels, you've come to the right place.

Invaluable user insight to help you maximise the benefits of outsourcing

One passionate team

- **Recruited for attitude** - The only prerequisite to working at Moneypenny is a positive and proactive approach. The rest, we teach. Our rigorous seven-stage recruitment process leaves only the very best candidates standing.

- **World-class training** - Our six-month training program equips our team with all the knowledge and skills needed to deliver exceptional service on behalf of our clients. Regular reviews ensure these exacting high standards never slip.

- **Award-winning culture** - Our unique working environment (consistently recognised as a 'Best Company to Work For') and low employee attrition are the result of continuous investment. This is the true value we deliver for clients.

Powerful technology

- **Intuitive software** - Blocks cold callers and recognises VIP & repeat callers for a better customer experience.

- **CRM integration** - Option to allow a seamless flow of real-time caller information between our system and yours.

- **Visitor management** - In collaboration with Vpod: contactless check-in, thermal imaging and on-demand video concierge support from our real people.

- **Business continuity** - Backup systems in place to ensure our teams and yours remain operational in the face of the unexpected.

Working with global technology brands

Online management: Free Reporting Suite

Key portal features include:

- Set up at HQ and/or site level with varying levels of admin access

- Audit every call & message we handle on your behalf

- Identify trends, busiest times and reallocate internal staff accordingly

- Edit employee & company details we're referencing in real time

Your outsourcing journey with us explained.

1
Understand your needs
Tell us about your existing set-up and the objectives you wish to achieve by outsourcing your calls to us.

2
Find the right solution
We'll create a bespoke proposal for your team to review and digest.

3
Confirm a timeline
Our team will work with you to finalise a timeline for implementation and go live.

4
Implement our plan
Your mobilisation will be overseen by us and we're happy to liaise with telecoms providers on your behalf.

5
Go live
With your receptionists briefed and clear on how you wish us to represent you, our service will go live from a pre-agreed date and time.

6
Continuous support
Your Account Manager is always on hand to discuss any service or account queries.

Dedicated account management

Data intelligence is key to maximising the benefits of agile outsourcing which is why, in addition to the daily statistics and online reports available in your Moneypenny portal, your Account Manager is also available for regular catch-ups to discuss usage and ways to drive further cost efficiencies.

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Let's get to *work*.

Your next step is a follow-up call with one of our switchboard experts, which you can have now by calling **0333 202 1005**.

Solve your biggest switchboard challenges today

- **Reduce your operating costs**
- **Scale instantly based on demand**
- **Improve the customer journey**
- **Free up internal resources**
- **Access world-class capabilities**
- **Gain an immediate business continuity plan**