

Case Studies

MNT Call Centre

MNT Limited is a privately owned company with 15 years of experience in the contact centre business. Its goal is to reduce the overheads of clients whilst improving their sales & levels of customer service. MNT operates inbound, outbound and customer service tasks for many well known clients & respected brands both in the UK and abroad. Its success is due, in no small part, to its systems. The Mail Order Taking System we operate can process orders faster than any other business in the industry



We asked Managing Director Tony Roberts for an understanding of his thoughts before purchasing Kira Supplies Ecoware system. He said;

"When we launched the business in June 2005 we started with second hand equipment & so were already buying PCs on a monthly basis in line with our replacement plans. However after reviewing the Ecoware information we arranged for an onsite demonstration the very next day, as we were preparing to accelerate our purchasing requirements to match our growth."

***The Ecoware
system
exceeded our
expectations***

As a business operating in a very cost conscious environment Tony went on to explain "we have been trying to minimise our overheads proactively. Whenever solutions came along we'd examine the benefits & the cost and test it for compatibility with our internal environment, Uptime & performance are critical to our business so we were

cautious to have 6 operators running on 1 PC.

We started with a 3 user trial, & Ecoware exceeded our expectations."



Our operators need to be able to access any one of 4 million client records from a variety of databases immediately. Since purchasing a complete system we've since found that multiple users can access records faster than we can access them on a standalone PC. We've not experienced any issues with the performance or reliability of our system. Ecoware allows multiple users to share the resources of a well specified PC, meaning we are able to provide a higher performance than before at a significantly lower cost"



After 12 Months of operation under Ecoware Tony was asked if he could summarise the benefits in detail to which he replied "Aside from the reliability and speed it was the fact that we could save money & show our corporate clients that we meant business with our Environmental and CSR policy. Effectively we become a part of our clients business when taking on a contract with them which means we need to align our environmental policies."

And finally Tony gave his most significant endorsement of Ecoware saying: "It's that good, we don't even notice it."

"With electricity costs rising, it was a no brainer that Ecoware would reduce our electricity costs & this has been proven with a significant reduction in our quarterly power bills."

"Although each operator wouldn't tend to require anything more than a basic £300 PC to connect to our servers, the loads placed on each system can be very heavy. Our client databases are unique, large, detailed & independent of one another meaning operators have to be able to find their contact & switch between databases. Ecoware allows this to happen in the blink of an eye which is an astonishing feat that we still cannot quite grasp."

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