

CRC Group Support

“Generating a source of ongoing profit margin from growth products
and services well matched to your existing business model.”

Partner Proposal
V1.1



What can we do?

- Broadband Support
- Desktop Support
- Remote site Monitoring VPN Service support
- Enterprise Desk.
- LAN/WAN connectivity support

1st Line Customer support

There is growth in the requirement to supply 1st line support to support reseller bureaus, wholesale suppliers and generic end user support models. With the increase of DSL sales inside business and residential markets, there is a growing need to optimise the operational performance of suppliers.

Customers demand a basic hygiene of support functionality within the market including 24/7 support functions as minimum standard. They now choose service reliability and after sales support as the main differentiator over price.

Outsourcing these requirements means that our customers can leverage cost savings from setting up OOH's staff rotas, hiring, training and holiday covering etc. Using a true white labelled solution, we can offer you all the advantages of a functional support unit without the overhead and management that is typically a financial drain on your organisation.

Service Management

We understand the need to capture customer data as it enters our call centre. This data is important for you in order to gauge your customer's perception of you as a service provider. We collect customer service, fault repair data as well as customer propensity at point of contact. As well as this, our Intelligent Voice routing platform (IVR) captures the entire call statistics to chart our performance.

This information is provided to you on a monthly basis in a graphical and statistical format so that you are able to make key decisions on your products and suppliers.

Service Proposition

We are able to work directly with Tier 1 and Tier 2 Wholesale providers who deliver services via their distribution networks. Our unique position means that we are able to represent you within a white labelled solution as our agents are fully trained on all the wholesale provider's platforms. This means that we can resolve faults at first point of contact or we can escalate them straight into your provider, thus removing all the overhead from your operations team.

Our support functions can cover all your Customer service desk, Technical support and provisioning functions. The table below shows a range of our functional tasks that we are able to facilitate on your behalf.

Customer Care	Assurance	Provide
General enquiry line	Internet Connectivity technologies	Customer Order status
Complaints Handling	Desktop support (PC & MAC)	Order Progress chasing
Customer Advocate	Modem/Router Set up	Provider escalations
Product advice lines	LAN/WAN infrastructure support	Service enhancement requests
Virtual reception	WWW support (web/mail/general)	Cancellation
	Complex escalation handling	Order amendments

Pay As You Go Pricing

Our pricing package gives you a flexible price range so you can forecast your operational costs. We do not charge any overspend or "off line" minutes. A one off cost of £350 is charged for the IVR licence and CRM set up. After then, our billing platform will automatically roll you over into the next pricing bracket should your volumes rise. This package means you are only charged for what you use.

No Monthly minimum volumes, no management fee.

You are able to use this for a overnight/weekend cover OR utilise our services for all your requirements.

Minutes (inbound/outbound)	Per minute charge
<250	£0.95
251 - 1000	£0.87
1001 - 2500	£0.80
2501 - 4000	£0.74
4001 - 6000	£0.69
>6000	£0.62

For more information please contact us on 0844 412 0820
or email: partners@broadbandfirst.co.uk