

Our skilled and experienced Helpdesk forms the foundation of knowledge and insight for your business



sodexo
PROPERTY SOLUTIONS

“No matter how big or small the problem, we get the right person to you, so that you can carry on doing your day job.”

At Sodexo Property Solutions we offer a dedicated Helpdesk service 24 hours a day, seven days a week, 365 days a year.

So, when a client contacts our helpdesk to report a problem or request a service, a call handler immediately logs it in the system. We are quickly able to diagnose the scope of the job and allocate it to the appropriate supplier or on-site contact, as well as letting you know who'll be coming and when the job should be completed. No matter how big or small the problem, we get the right person to you, so that you can carry on doing your day job.

We handle over 1,000,000 work orders a year and help to serve people based at thousands of properties throughout the UK. It's not so much 'how can we help?' more 'when can we help?'

Our skilled and knowledgeable team are on-hand to take the pressure off your employees and deal expertly with your requirements.

We ensure that work orders are managed against your service levels, dealing with suppliers on your behalf through to work order completion, allowing your team to focus on the job in hand.

FOCUSING ON YOUR NEEDS

Each client has different requirements, so we provide a number of different services to suit your needs and ensure we offer you a complete and tailored solution.

Self-service

Our clients have the option to log jobs directly through a self-service portal.

Inbound call handling

Using the latest skills-based call routing system, our telephony system recognises telephone numbers and can route your call through to a Helpdesk operator that's trained to deal with your business.

Outbound calling

Operators will liaise with suppliers and keep clients informed on progress via email and telephone. We also operate an 'about to breach' service that means we will recognise if a work order is about to exceed the agreed workflow threshold and will engage with the supplier to push for an urgent conclusion.

Email

Your team have the option to email our Helpdesk directly; we will pick it up and action it in exactly the same way.

THE HELPDESK IN ACTION

Our simple, multi-channel Helpdesk process links with our bespoke systems at every step of the way, removing human error from important steps of the process, increasing efficiency and saving money.

Secure facilities

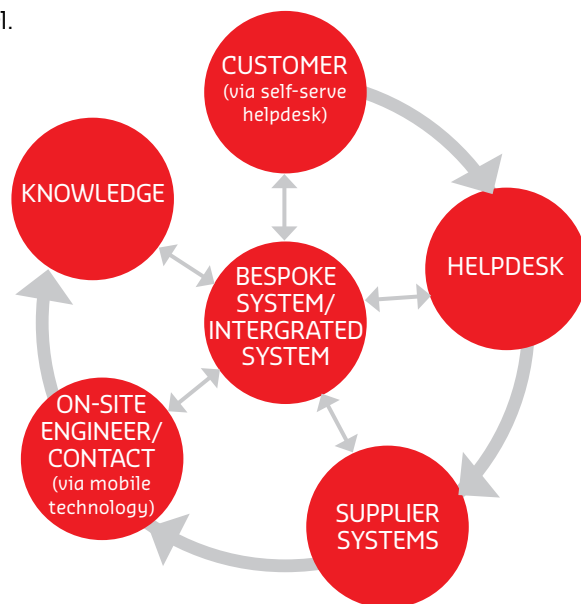
Our ISO27001 accreditation meets the requirements of government organisations, where data handling and storage is of paramount importance. Our Helpdesk is located within a secure environment and has been accredited by the Metropolitan Police Service and the Home Office. This provides our clients with the assurance that their data is stored securely and our staff are security cleared to CTC (Counter Terrorist Clearance) level.

Out of hours service

Essential to many businesses, our complete out of hours service solution ensures calls are always answered and handled with the same professionalism and levels of service you expect.

Business continuity planning (BCP)

Having robust BCP plans in place for each of our clients allows us to commit to your high service level requirements. We plan every step of the process for you and won't let performance levels drop.



OUR PEOPLE

Our Helpdesk has over 100 full time employees, all of whom have detailed knowledge of the clients they deal with. Each employee undertakes an intensive five week training course upon joining the Helpdesk team before they handle any type of call. After this intensive training course our operators begin to handle calls while being shadowed by an expert from our team.

Operator development

All our calls are recorded, which has significant benefits to your operations on a daily basis. It has a direct impact on the operators too, as we are able to quickly identify any areas for personal development or further coaching. We also provide our operators with online knowledge banks, an important and insightful resource for client information.

Workforce management

Our Helpdesk uses a Workforce Management (WFM) system which forecasts call volumes and produces staff schedules. This ensures that the peaks and troughs of call volumes are managed effectively and maximises the utilisation of our staffing resources, thereby keeping the cost of the Helpdesk at a minimum.

First time fix

The training we offer and the experience of our operators has a direct result on the number of first time fixes we complete. We are able to qualify and correctly identify issues,



enabling suppliers to arrive on-site with the correct knowledge and equipment to complete the job at the first opportunity, therefore reducing cost to our client and returning your building or space back to full operation in a shorter space of time.

Generating knowledge for your business

Our Helpdesk employees are at the forefront of generating knowledge for your business. So, whatever sector you operate in and whatever service you require, our team understand that the quality of the data they input in to the system plays a critical role in allowing our management team to extract detailed information. This generates a level of knowledge for your business that you have never had before and creates real transparency for the rest of your estate to enable it to be better managed in the future.

OUR TECHNOLOGY

Technology is at the core of everything we do at Sodexo Property Solutions; our Helpdesk solution is no different.

Supplier/Caller interaction

IVOR allows suppliers to update our systems directly through mobile phone technology. This information is immediately available to the Helpdesk, enabling our operators to provide callers with up to date progress on jobs.

Versatility and integration

Our Helpdesk can run any system, so if you are currently using a preferred system, you needn't worry about the cost and upheaval of transferring to our own. We have the in-house capability to ensure that whatever system the data is input to, the quality of data we can extract is never compromised.

Bespoke systems

If you do not currently operate any Helpdesk systems, we have a bespoke solution that we can bring to you that allows us to manage workflow and store all of the related data. Our management teams can then access this information to create knowledge from the data stored here.

WHAT DO YOU NEED TO GET STARTED?

Whether you are currently operating a switchboard or have an in-house call centre service, there are some real and immediate benefits in outsourcing

your current operation to Sodexo Property Solutions. If you are currently outsourcing your call centre, ask yourself, can your incumbent supplier provide you with everything outlined in this brochure?

The experience and skills of our team together with our management expertise, allows us to provide you with an expert service that can give you a holistic view of your business as a result of the knowledge we gather.

WHY USE A CENTRALISED HELPDESK?

We are easy to do business with

- Flexibility in pricing depending on your requirements
- High quality service, at a lower cost

We lead the market in what we do

- Future-proof, versatile technology
- Ability to draw out best-value from existing systems
- Highly skilled, knowledgeable and expertly trained operators

We enhance performance

- Increased percentage of first time fixes
- Control and governance provided by our people and systems
- Clear workflow aligned to your business rules
- Demand control and 'about to breach' processes in operation



Contact:

Business Development Team
Sodexo Property Solutions
3200 Century Way, Thorpe Park, Leeds
West Yorkshire, LS15 8ZB

Tel: +44 (0) 113 821 6000
Email: info.sps.uk@sodexo.com
www.sodexo.com

