



64 seat call centre
8am to 10pm – 7 days a week
Handling up to 4,000 calls per day
Multi client, multi language operation
Bespoke call management by client
PCI compliant environment

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www.prism-dm.co.uk

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Why we chose the NVM solution.....



- ▲ **No upfront costs – no new hardware**
- ▲ **Cloud based solution**
- ▲ **Web based user interfaces**
- ▲ **No specialist IT knowledge required**
- ▲ **Scaleable and flexible**

What concerns did we have



- ▲ **Our calls were stored by a 3rd party**
- ▲ **Our PCI compliance requirements....**
- ▲ **What if the internet went down....**
- ▲ **All our calls no longer hard routed to our hardware on site**

What benefits have we seen



- ▲ **Improved SLA's**
- ▲ **Greater visibility and detail available internally of call data**
- ▲ **Less reliance on our IT team to support contact centre ops**
- ▲ **Rapid deployment of new client activity**