

Lets achieve  
success together



telephony business solutions

## Vision

To create a level playing field for clients and suppliers to achieve success together.

## Mission

To provide a co-ordinated approach to call centre outsourcing.

## An introduction to Telephony Business Solutions.

**Expertise and experience is essential, this is how we do it...**

### Experts

TBS are contact centre experts whose primary function is the placement and management of outsourced Telephony contracts on behalf of clients.

### Experience

Our knowledge of the supplier base has taken a decade to build. We maintain a panel of endorsed suppliers whose infrastructure and skills represent the range of services available in the market today.

In a constantly evolving world we continue to evaluate potential new panel members in an ever changing market place. TBS will perform due diligence through its call centre visits, financial evaluations and operations trouble shooting.

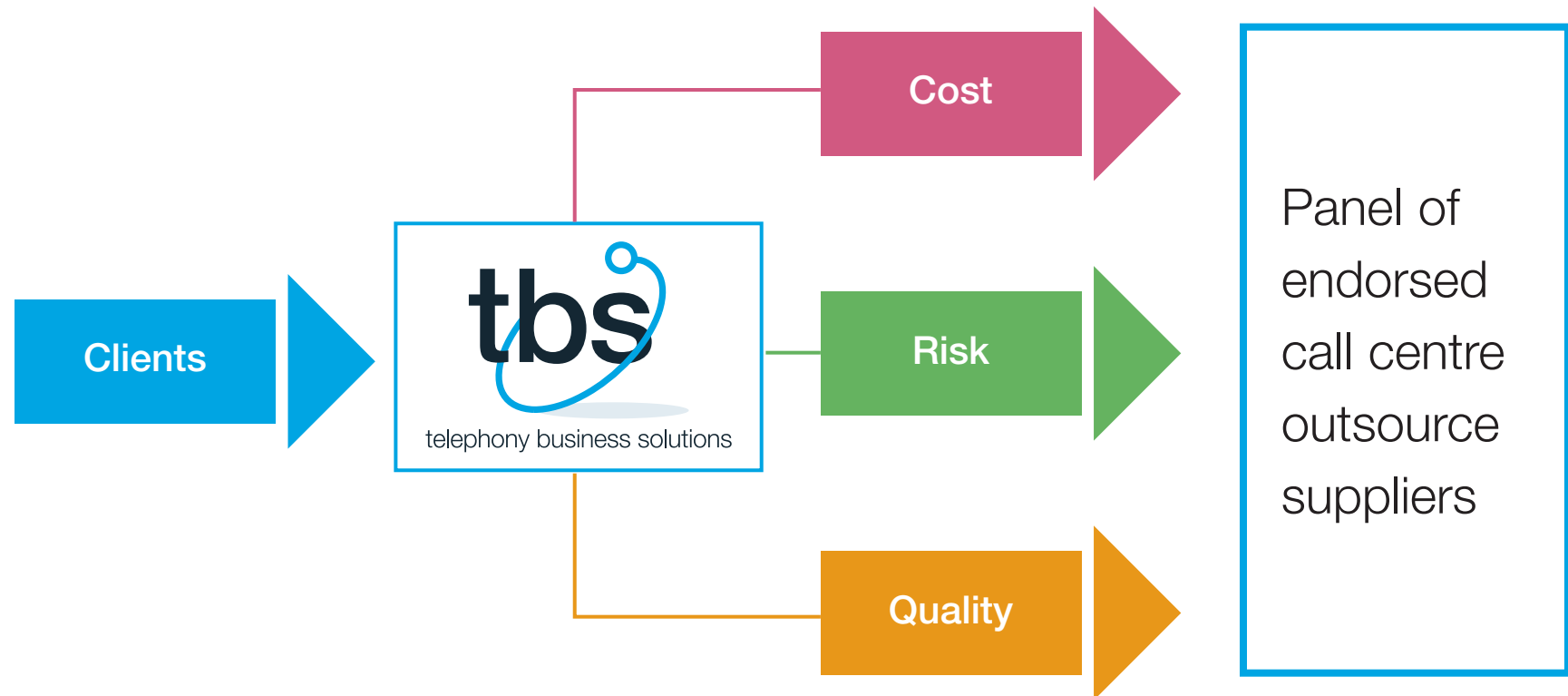
### The essentials

Cost, Risk & Quality: getting these right is harder than it sounds. We look for a supplier that fits with the culture of your organisation and ensure that your customers find calling an easy and pleasurable experience.

Geography is important to our clients the panel can offer solutions throughout the UK and across the world if required.

## Telephony Business Solutions Operating Model

What TBS does...



## Finding the right outsource partner is easier with us

TBS provides a  
coordinated approach  
to procuring outsourced  
call centre capacity...

We have created a level playing field in the market for both global and local suppliers. Gone are the days where only global outsourcers were the favourites to deliver for large corporate clients.

Smaller community based suppliers feature on our panel and add value to the range of options available to our client base. We focus on the objectives you are trying to achieve and match the skills required to the most appropriate supplier.

We have created the ability for clients to spread risk throughout our panel, obtain fair market pricing, and ensure customers remain the primary focus.

In an industry that has historically ended up with business being awarded on a first come first served basis or via clunky tendering processes we have developed the 'square peg, square hole' approach. Our Fast Track implementation process ensures that more activity goes to market, utilising existing contractual frameworks that cut through bureaucratic blockages.

As the customer and product owners, using TBS means you don't have to rely on having a supplier at the front of your mind.

The roots of the operating model are based on long term stable relationships with suppliers and management teams that remain largely unchanged.

## Where we do it

Paisley, Scotland

Irvine, Scotland

Selkirk, Borders

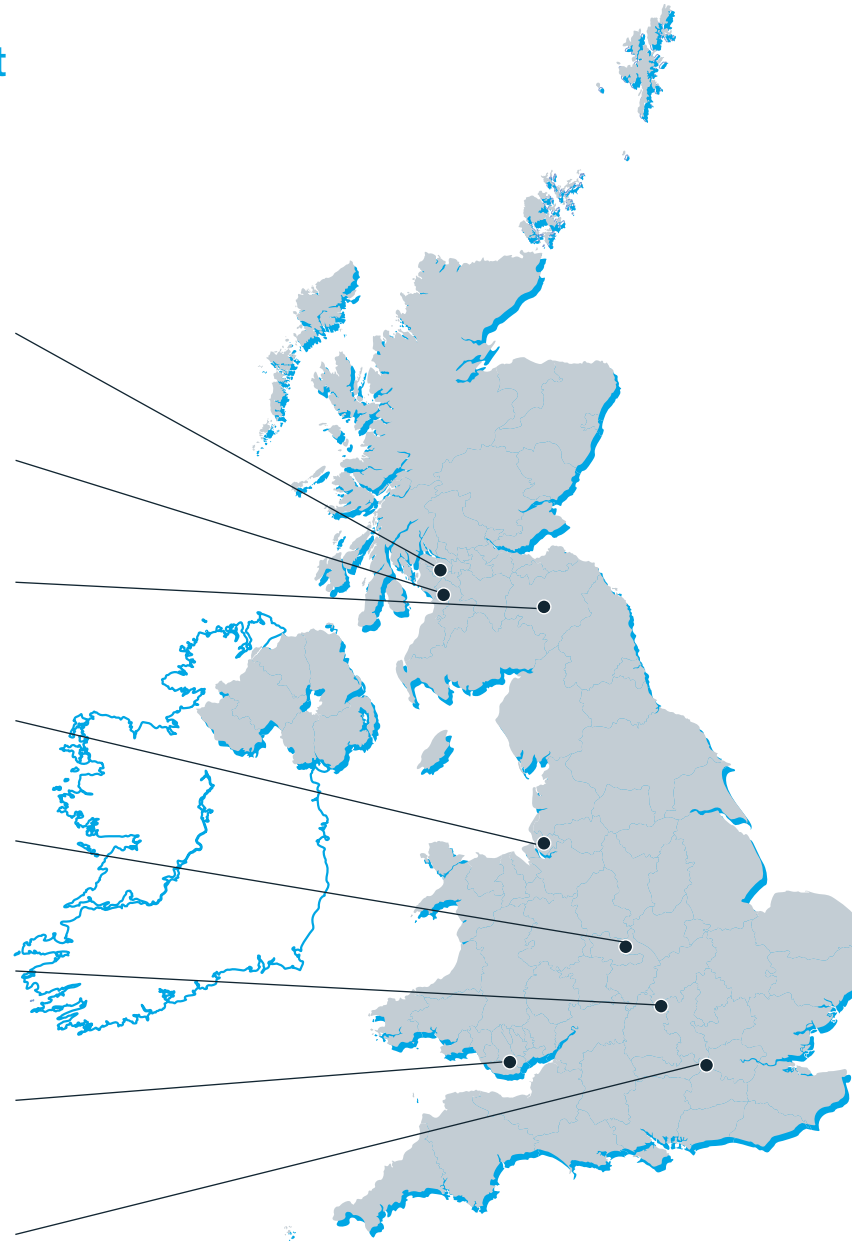
Liverpool, Lancashire

Coventry, Warwickshire

Milton Keynes, Bucks

Cardiff, Wales

Chiswick, London



## Services

- Business process outsourcing
- Inbound and outbound
- Sales and service
- Dedicated and bureau options
- Qualitative and quantitative research
- Postal and web response
- Email handling
- Print and fulfilment
- Data capture

The TBS Panel of endorsed suppliers can also support global solutions at locations including South Africa, Europe and the Philippines.

## Broader support for you

As part of a wider range of services, TBS can also offer consultancy.

### Operationally

We can bring our years of contact centre experience to your call centre floor. Working 'hand in glove' with your teams we can help, support, facilitate and even suggest changes that will improve operational performance. For example, some areas we have assisted other in improving are:

- optimising working patterns so people are in the right place at the right time
- making processes more efficient, thus reducing waste
- evaluating resourcing requirements to maximise service delivery within budgets
- coaching and development techniques that will help your call centre be the best place to work in town

### **We can support you in the negotiation of new contracts, and the re-negotiation of existing contracts.**

TBS has the ability to assist you in improving the balance and equilibrium of your commercial outlay in return for the quality service you seek.

As the experts we know what you should expect and can assist in structuring agreements that protect commitments made to you. We also know what you should expect to pay for these services. TBS personnel have a history of successful negotiations involving many types of contracts.

This service is offered without disruption to the ongoing management of the contract. Often complex and difficult negotiations can change the way individuals feel about each other when they are left to manage relationships after agreements are made.

By using TBS to assist you, we can lead and facilitate the pressure points, absorbing the responsibility for the change, whilst leaving the day to day relationships intact for the life of the deal.

## Specialist support for you

TBS can provide specialist Financial Services outsourcing knowledge and support, something which is unique in the market place.

Members of the TBS board possess significant experience in Financial Services outsourcing. Our MD has a background anchored for over ten years in Retail Financial Services call centres across the whole spectrum of products and services .

TBS has the ability to structure inbound or outbound contracts, sales or service operations, tactical or strategic activity, onshore or offshore in an environment with ever increasing requirements to satisfy Financial Services Authority (FSA) regulations such as TCF (treating the customer fairly), MiFID, Mortgage regulation and GIFSA (for general insurance)

Our knowledge around typical FSA associated call centre issues such as TCF; can help answer questions like *“What does this really mean for a call centres Training and Competence, Compliance and Sales Quality monitoring regimes, Systems and Control?”*

### **We can help you navigate issues and options such as :**

- Authorised representatives versus call centre who are FSA approved
- Advised or non-advised selling
- Contract structure covering liability in the event of regulatory breaches
- Waivers of permission.

Our experience is that many third Party call centres struggle to really understand the impact of being authorised in the eyes of the FSA and clients.

This ability sets us apart from the more regular consultancy crowd, plus we are able to draw on contacts in the industry to assist in the interpretation of regulation as TBS also Sponsor a Financial Services Outsourcing Forum where many of the key figures in the major financial services companies are members

## Testimonials

*Jeremy is a highly skilled and motivated business consultant. It is always a pleasure to work with him because of his ever present enthusiasm, commerciality and his unwavering attention to detail. Jeremy is a very capable business man and we have worked together for a number of years now on some significant projects and in all instances everyone involved was more than 100% satisfied with the level of customer service received. I would have no hesitation in recommending Jeremy to any organisation.*

Lara Fascione, Head of Customer Retention,  
LloydsTSB Insurance

*Jeremy is at the pinnacle of his profession and is one of the foremost authorities in the UK in the area of Financial Services Contact Centre outsourcing.*

Roger Kelly, Director of Direct Sales, AXA PPP

*I met Jeremy through a mutual connection as we held similar roles in our organisations. Jeremy's knowledge of service centres and service centre sourcing is excellent. He has single handedly formed a user group of essentially 'client' experts who have benefited from introductions to various suppliers. His high energy in creating this group, is I believe, typical of his general approach and I would not hesitate in recommending him to businesses requiring help with service centre sourcing solutions.*

John Rixon, Head of UK Outsource Development,  
Prudential Assurance

*I have been impressed with the depth and breadth of Jeremy's knowledge of the issues and options around telephony sourcing. He is well informed and able to draw on personal experience and a wide network of contacts in the industry. Also, a great listener, imperative when recommending business solutions.*

Chris Jell, Offshore & Outsource Director, Barclays



## Contact



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