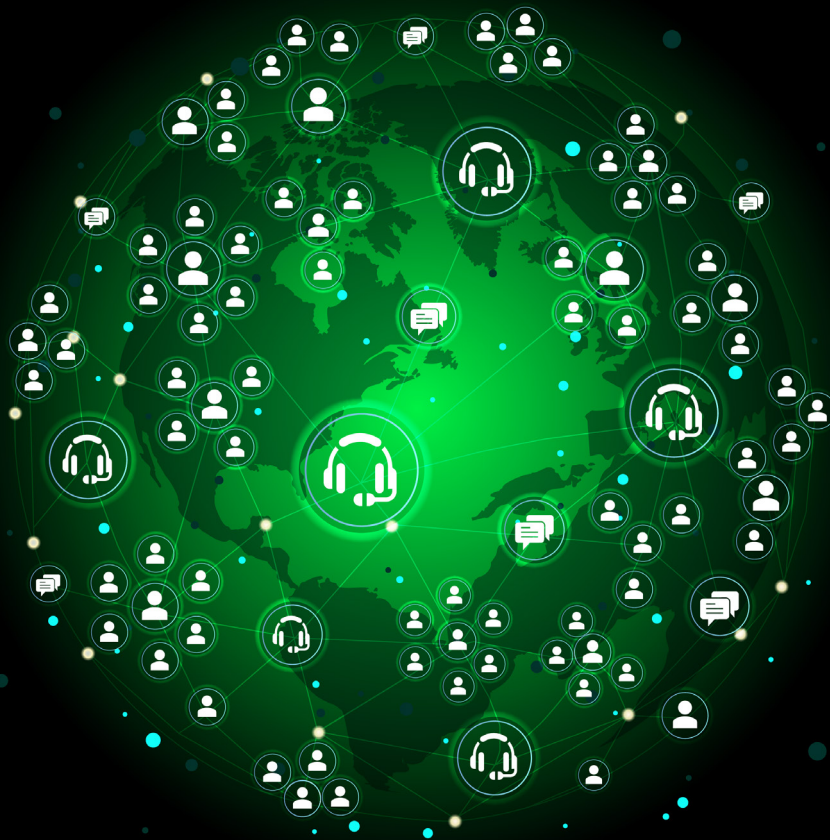


Deloitte.



Rapid Response Customer Support

A Deloitte Managed Service

Enhance customer confidence and strengthen reputation when responding to surges in communication and engagement demand.

Do you have bouncebackability?

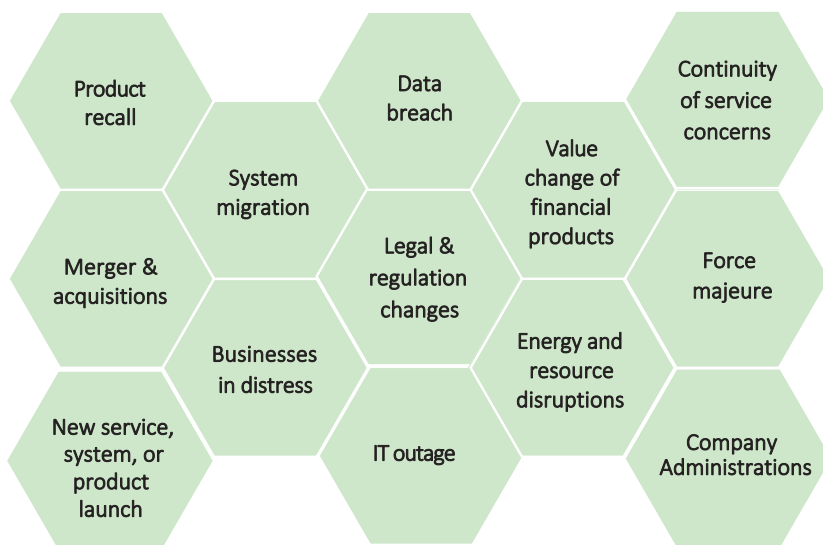
Operational Resilience: The Power of Preparedness

In an unpredictable world, the readiness to face unforeseen challenges is more crucial than ever. The key to success lies not just in managing these events, but seizing potential opportunities to bolster customer trust, fortify your reputation, and stimulate new business growth.

Contact centres are particularly vulnerable, often facing significant spikes in call demand that stress business functions beyond their capabilities. During a crisis or incident, resourcing, scheduling, training and vetting often overload organisations to the point of failure - attracting the attention of regulators and risking financial repercussions.

Deloitte's RRCS, a seamless blend of expert management and rapid resource deployment, assures our clients of a robust support system, mobilised within 72-hours.

Examples of crises and incidents we support:



"The disruption caused by the coronavirus (Covid 19) pandemic has shown why it is critically important for firms to understand the services they provide and **invest in their resilience.**"

- Financial Conduct Authority:
(Policy Statement PS21/3: Building operational resilience)

Our solution



Operational Readiness: Our Reserved Response service includes a reduction in agent fees, guaranteed mobilisation SLA's, and an up-front Readiness Programme (including drills and the creation of a response workbook and playbook) to ensure a response is mobilised and active within 72-hours. We hand-hold you through the days, weeks, or months following activation.



Fully Managed Contact Centre: With 24/7 capability and a delivery model that supports all major European languages, our turn-key solution includes full spans of control, from agents through to team leaders, operational leadership, change, management information and workforce management. Our resource scales rapidly to align to fluctuations in call demand.



Inbound & Outbound Communications: Using state-of-the-art equipment, we will manage small to large-scale communication campaigns via e-mail and/or letter. We can verify data sets against deceased, 'gone-aways' and 'movers' to demonstrate your attempts to contact all individuals and provide comprehensive management information on sent/received communications.

Why choose Deloitte?

Our reputation as a world-class crisis management and managed services provider positions us as your ideal partner. With in-depth regulatory knowledge, flexible resourcing, and scalable technology, we deliver unrivalled operational capability across your operations, ensuring you're comprehensively covered in times of crisis - all within a 72-hour mobilisation window.



Scale

- 24/7 capability and all major European languages supported
- Industry-leading, cloud based telephony and workflow solution
- Robust infrastructure for scalable operations with in-house, remote and hybrid operating models
- Capacity to grow alongside your expanding business and customer base



Expertise

- Experienced Deloitte delivery team operating as an extension of your organisation
- Experienced contact centre staff, trained and accredited before go-live
- Subject matter experts at every step of the response
- Access to additional Deloitte technical or operational expertise



Speed

- Guaranteed mobilisation within 72-hours for Reserved Response clients
- Pro-active management of resource throughout the engagement to increase or decrease resource in a matter of days
- Flexible change procedures enable implementation of low-impact change into the operation immediately



Quality & Credibility

- Industry leadership in crisis management, many clients have benefited from our dedicated support in times of crises
- Quality assurance at the core of our operations
- Customer centric response strategy with proven results
- Regular, transparent management information

Our credentials

Fund underperformance

Financial Services

A financial services client required a rapid mobilisation of call handlers to respond to a surge in complaints from financial advisors and customers following a portfolio closure.

Data breach response

Leisure & Tourism

The client was the victim of a data breach 6 months after the completion of the Deloitte readiness programme, impacting thousands of stakeholders.

Rapid surge in activity

Tier 1 UK Retail Bank

A retail bank client required rapid response support to deal with a surge of customer contact following COVID support measures introduced in 2020.



Challenge



Support Provided

Working collaboratively with the client to develop FAQs and scaling a team of case handlers to manage communication to a large number of financial advisors and customers within a few working days.

Using the Playbook in place as part of the Readiness programme, Deloitte utilised existing information including: letter templates, logos and escalation processes allowing for quick mobilisation and invocation timelines to be met.

We provided 85 call handling agents, mobilised in three working days. Our solution incorporates operational spans of control, quality control, MI, telephony and workflow platforms, escalation management and change.



Outcome

Our ability to respond swiftly ensured business as usual activity was undisrupted, and the client's customer base was fully informed on the implications of the closing of the fund.

The operation was ready to notify and support the customer base within 3-days of receiving deliverables from the client - helping to support their stakeholders and adhere to GDPR regulations.

Over the three-month duration of the service our teams handled over 120,000 calls (peak of 4,500 in one day), abandonment rate of 1.5% and an average speed of answer of under ten seconds.

How our service works

Rapid Response Customer Support

We prepare for potential crises, incidents and events leading to spikes in call demand with you. We develop a crisis response readiness playbook, aligning infrastructure, performing tests, and conducting drills.

Our managed contact centre and communication outreach will equip you with the resources and technology to communicate, support and engage with affected individuals within 72-hours.

Our 24/7 hotline will allow you to trigger our response, and our crisis managers will coordinate delivery elements to provide the support you need from day one.



Contact us



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