



Case Study: Ixion Holdings Limited

Institution:

Ixion Holdings Limited

Sector:

Commercial Business

Contact:

*Chris Adams
Group IS Manager*

Applications

*CLIM8
CLIM8 Call Centre
CLIM8 Events
CLIM8 Scheduler
Arc en Ciel
Software Development Kit*

Key Benefits:

- *Enabling full management information reporting*
- *Adaptable to call centre needs*
- *Quick turn around of calls*
- *A solid platform to work with*

PPD Computing
The Old Manse,
Lightcliffe, Halifax,
HX3 8NT

Tel. 01422 20 00 00
Fax. 01422 20 22 22
Email. enquires@clim8.com
Web www.clim8.com

The Company

Founded in 2001, Ixion Holdings Limited (www.ixionholdings.com) is a not-for-profit organisation and is passionate about giving back to the community. The Ixion Group has grown to provide business support and people development services throughout the UK. Ixion is accredited to the Customer First Standard, and is also an ILM (Institute of Leadership and Management) accredited provider

The Challenge

After using CLIM8 for many years, Ixion Holdings Ltd had a requirement to build a call centre for future contracts. The call centre required a fully functional software solution to quickly record and report on quality levels and activities. It was also required that the call centre would manage multiple campaigns, with multiple users, recording customer preferences, while preventing the same person being contacted multiple times. The call centre had to be integrated with the telephone preference system (TPS) to ensure it complied with government legislation.

The Solution

We are in a close working partnership with Ixion Holdings Ltd, therefore when the requirement of a call centre arose we continued to work with them to fully understand this arising need. To perfectly meet this needs we adapted CLIM8 and developed a highly customisable and flexible, integrated Call Centre Module to help optimise workflow and improve efficiency. The Call Centre Module is fully integrated with CLIM8 to provide management reporting on any campaign or user, while the integration with CLIM8 Tasks increased customer satisfaction and results by ensuring customer preferences, such as call back times, were delivered as promised.

“We have worked with PPD for a number of years and have at all times found them to deliver excellent customer service and support. CLIM8 has evolved and we have full confidence in the products flexibility to adapt to meet business needs whilst at the same time proving optimum stability”

Chris Adams
Group IS Manager

