

The London Borough of Harrow provides a wide range of services to the local community of over 220,000 residents.

Success Story



Client London Borough of Harrow

*Background
Confero Solution
Results*

Background

Harrow Council is committed to providing best value services to its residents.

Harrow's Environmental Services has responsibility for the environmental and economic well being of the borough. It provides residents and businesses with contact telephone numbers to arrange refuse collections and make enquires about special services including recycling and the disposal of clinical and hazardous waste. High call volumes and long call durations impact heavily on available resources.

In line with its Best Value performance plan, the council decided that part-outsourcing the call handling aspect of environmental service provision would make efficient and effective use of council staff.

Confero Solution

Based at Wembley, about 15 minutes from Harrow's Civic Centre, Confero has worked with the council team to produce a high-quality call handling solution.

With its combined wealth of experience, gained from prestigious companies like Merchants, Sitel and Reuters, Confero's senior management has designed and implemented a simple but effective client programme. This has ensured the local community continue to enjoy a high quality service while council departments are allowed to concentrate on core activities on behalf of the local community.

Results

The London Borough of Harrow now benefits from a team of customer service professionals that deal with the local residents on an on-going basis throughout the year.

The Confero solution has allowed the council team to concentrate on key activities during its busiest periods, while Confero ensures the delivery of a consistent and high quality call handling service to the benefit of residents and businesses throughout the borough.

- Inbound
- Outbound
- Intelligent Email Management
- Fulfilment
- Crisis Management Solutions

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