

# HPI continues to focus on improving service levels with Q-Max Workforce Management software

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Press Release

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Gloucester, UK

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Q-Max Systems Limited, developer and supplier of workforce management systems, today announced that leading vehicle history check provider HPI's ongoing focus on enhancing service levels has reached a new level of success. This follows its implementation of the latest release of Q-Max Workforce Management (Q-Max).

Q-Max is a powerful software system to forecast and schedule the number of agents required to respond to customer demand. Popular with public sector and commercial organisations, Q-Max is a complete product with intra-day and shift scheduling, long-range forecasting and self-service functions.

HPI has been checking the histories of used cars since 1938. It provides private car buyers, car dealers, finance houses and the insurance industry with access to information on all UK registered vehicles. An HPI Check confirms whether a vehicle has outstanding finance, is recorded as stolen, has previously been written off, has had a plate change or if the vehicle has a mileage discrepancy.

Rachel Atkinson, Call Centre Manager at HPI said, "Q-Max has helped HPI further enhance our service levels, streamlining our systems to ensure our customers continue to enjoy a quality experience at HPI. Q-Max has enabled us to introduce reserve working, providing more flexibility for both management and agents while more accurately addressing the peaks and troughs in activity that all contact centres experience.

"The Q-Max Service Optimiser has been particularly useful on a day to day basis, showing us at a touch of a button the required changes to breaks and lunches to meet and exceed service level targets. The support and advice we receive from Q-Max as a company is exceptional and we certainly valued their support."

Steve Rayner, Resource Planning Consultant at Q-Max said "From day one of implementation it was clear that the management team at HPI were keen to work with us to take their performance level to the next stage. Effecting change in any organisation can be an emotive issue and can be difficult to achieve, especially where this may involve changes to shift patterns and methods of work. Credit is due to both Rachel and Peter for the evolutionary, rather than revolutionary approach taken which has resulted in sustained improvement to customer service, business efficiency and agent welfare. The latter is not always easy to quantify on the bottom line but is no less important. HPI should be proud of its achievements which certainly stand up as industry best practice."

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For more information on HPI please visit [www.hpichack.com](http://www.hpichack.com)

#### About Q-Max

Q-Max Systems is a UK based provider of Q-Max Workforce Management software. Founded in 1992, Q-Max is the most widely installed WFM in the UK. Q-Max is a powerful software system to schedule/forecast the number of agents required to respond to customer demand. Popular with public sector and commercial organisations Q-Max is a complete product with intra-day and shift scheduling, long-range forecasting and self service functions. Customer s include BA, Interflora, EDF Energy, London Borough of Hillingdon, Colchester County Council and many more private and public sector organisations.

For more information please visit [www.Q-Max.com](http://www.Q-Max.com)

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