

# Teleperformance's new mission control centre increases productivity and reduces costs

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Teleperformance (<http://www.teleperformance.co.uk>), the UK's leading contact centre and back office processing (<http://www.teleperformance.co.uk>) provider, has recently invested in a state-of-the-art mission control centre that has significantly increased productivity and reduced costs.

The £200k investment in the mission control centre allows activity to be centrally monitored in real time across its nationwide network of 6 contact centres. The technology intelligently puts together clusters of similar campaigns to allow a shared service solution, identifying the best agents, skills required and time frame required. For example, it can intelligently forecast that a certain morning is busy for a particular campaign and identify that a similar campaign has the same agent profile and skills available. Also, a sudden demand of calls can be shared across similar campaigns and across different sites as necessary.

Teleperformance work with many of today's leading brands such as Sainsbury's Supermarkets, Volvo Car UK and Government departments including Identity and Passport Service, NHS Blood and Transplant and the Foreign and Commonwealth Office. Scalability and the ability to quickly deploy high calibre agents for diverse and complex services is key to the success of the service.

Jeff Ingvaldson, Director of Planning Resource and Service Delivery at Teleperformance, comments: "We are today faced with ever changing business models coming from crisis management or driven by customer demand with the overriding need to save costs. Our mission control centre allows us to look at refining clients dedicated contact centre solutions in an intelligent way, by identifying other similar resource we may have available to use at that time. It allows us to cost effectively cope with spikes of activity whilst not compromising quality, or resorting to IVR when speaking to a live agent is key."

Initial findings show 1-2 hours of increased talk time each day has resulted in greater delivery against grade of service and improved the overall customer experience.

Teleperformance has employed over 20 staff in the mission control centre, filling positions for service delivery and management information analysts.

Notes to editors:

- Photo attached, the new mission control centre in Teleperformance, Head Office, Bristol
- For more information please visit [www.teleperformance.co.uk](http://www.teleperformance.co.uk) Teleperformance is part of the world's largest contact centre outsourcer, the Teleperformance Group. Media enquiries please contact Tina Stanley, Tina Stanley & Associates PR Tel/fax +44 (0)1491 410250 or Email [tina@tinastanleyassoc.com](mailto:tina@tinastanleyassoc.com)