

Outsourcer Ventrica opens second site in Southend breaking new ground in contact centre design

Submitted by: TTA Communications (Bath)

Wednesday, 25 October 2017

- new facility creates 180 new jobs and total of 800 staff by 2019

Outsourced customer contact centre, Ventrica (<http://www.ventrica.co.uk>) was celebrating on Tuesday evening as it hosted a Champagne reception to mark the official opening of its second site in Southend. The new 14,000sq. Ft. premises is close by to its existing contact centre in the town with both offices boasting stunning interiors and sea views. The new facility will immediately create 180 new jobs with further growth planned in the next two years.

Cllr Ann Holland, executive councillor for culture, tourism and the economy at Southend Borough Council, said: "Ventrica is a great story for the local area. We want businesses to be encouraged to set up in Southend-on-Sea, and we want to ensure that the conditions are in place for them to be able to flourish and expand all within the Borough. We are delighted they are doing just that as it is good for the local economy and will create jobs for local people."

Sustainable growth retains "medium-sized feel"

Ventrica founder and managing director, Dino Forte commented, "After seven years we've come a long way from a standing start to become one of the town's major private employers. The second centre forms part of our on-going strategy to support our sustainable growth moving forward, yet still maintain our family, medium-sized feel. In addition the second site dramatically improves our disaster recovery capability."

Perfect timing for Black Friday

Ventrica's business is based on offering high quality, personalised outsourced customer care services on behalf of blue chip brands and young fast-growth businesses.

The opening of the centre comes at the perfect time of year for the company as it enters one of its busiest times leading up to Black Friday and Christmas. During this period the outsourcer will be responding to customer requests on behalf of some of the World's leading fashion retail brands across multiple contact channels from email through to webchat and social media.

Supporting growth and increasing capacity

Dino added, "The new space, which is still to be named, will immediately support the increase in business we have seen this year as well as provide us with additional capacity over the next couple of years. Everything we do is focused on looking after our people who in turn provide a great service to the end customers."

Breaking new ground in contact centre design

“What we feel we’ve achieved in the new centre is to break new ground when it comes to contact centre design. Drawing on the same values and philosophy of our original site the new centre retains the same airy and contemporary design but we’ve taken it to the next level with the very latest hi-tech furniture and technology, creating workspaces that set the standard in contact centre design.”

Sleek design

Some of the highlights of the new centre characterised by Ventrica’s red and grey colourways include the striking ‘Ventrica welcome wall’, sleek Samsung, tower air- conditioning units, stylish meeting rooms & break-out areas, ultra-modern desks and the floor illumination that lines the length of the offices.

Super-resilience for customers

As well as nearly doubling its overall space the new facility that is spread across two floors offers customers super-resilience with two x 10 Gigabit fibre links and a 2 Gigabit line of sight wireless connection based on the roof of each building, linking the two sites.

Record number of awards for customer service in the last year

This year Ventrica has already won awards for ‘Best Outsourcing Partnership’ and ‘Best Advisor’ in the London & South East Contact Centre Awards and are up for a record five categories in the European Contact Centre and Customer Service Awards that are announced at the end of next month.

For further information regarding Ventrica, our new site and our vacancies, contact: 01702 445860 or visit <http://www.ventrica.co.uk>

View Ventrica’s latest video ‘Experience Ventrica Through the Eyes of Our People’:

https://youtu.be/0FIVTu8__6c

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Editor’s notes:

About Ventrica:

Ventrica is an award-winning, outsourced contact centre business that delivers omni-channel and multi-lingual customer service, telemarketing and digital management campaigns for blue chip brands. Continual investment in globally leading technology allows Ventrica to provide a truly omni-channel customer experience that encompasses calls, email management, web chat, SMS and social media into one integrated and unified solution.

The company is headquartered in Southend where it operates from spacious, hi-tech and modern offices, placing significant emphasis on the comfort and well-being of its staff. Ventrica shares the same passion about its customers’ business as it does for its own and continually strives for quality and

consistency of service delivery.

Ventrica has significant experience in eCommerce customer management across an array of industries, including Fashion, Retail, Insurance, Finance, Health, Transport, Construction and Publishing. The Ventrica multilingual team provides communication in a host of different languages including French, Italian, Spanish, German, Dutch, Austrian, Czech and Portuguese amongst a host of others.

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