



## What Fexco MBSO CEO Denis Creighton has to say about Realmove Performance Analytics.

*“In my role as CEO of Fexco MBSO I continually need to be able to prove to our Customers, Staff, and Auditors we are the best at what we do. Before Realmove Performance Analytics we could say it, but we couldn’t prove it. Now we can **prove** it.*

*In 2014, our CCA audit score went from Top 10% of Call Centre’s to Top 1%. That proves we are delivering. Performance Analytics is enabling this in our award winning business. Our NPS score increased by 7% and we have decreased our new hire on-boarding and transition time by 50%.*

*It is hard to believe a tool which costs less than a €1 per employee per week is changing the way we view our operation, from Executives, to Team Leads, to Customer Service Representatives.*

*We have been using Realmove Performance Analytics for over 3 years and now fully grasp the potential it has for all areas of our business both customer facing and internal. “*

*Denis Creighton, CEO MBSO FEXCO*



### BUSINESS CHALLENGE

Fexco Managed Business Service and Outsourcing (MBSO) sell their business on a fantastic Customer Experience and needed to prove to their customers they were delivering.

### SOLUTION

Realmove Performance Analytics provided a cloud based solution to drive our quality and customer experience metrics. Now customers have proof we deliver at all levels, from a change in a campaign element to improved NPS scores.

### RESULTS AT A GLANCE

- Winner of a Global Contact Centre Award for first time in 2015.
- Moved CCA audit score from Top 10% of Call Centre’s to Top 1%.
- 35% increase in Compliance and Knowledge levels across the business.
- 7% increase in NPS scores.
- 50% less time need for new hire on-boarding and transition