

JAM IP is a leading Contact Centre services organisation, a group of experts who specialise in consulting, professional services, software development, systems integration and managed services.

Our team of professionals has been designing, developing, and delivering complex Contact Centre solutions for over 10 years in both the private and public sector. Many of our solutions operate in mission critical environments.

WHAT WE DO

INTERACT

At JAM IP, we know only too well that running a Contact Centre is a difficult business, and it is not getting any easier. Our goal is to **interact** with you so that we gain an understanding of your business strategy and the challenges that you face so that our solutions are tailor-made for you.

A vital part of this process is understanding how you interact with your customers. We have several ways of working with you to define clear and measurable project goals:

- **Vision and Values Workshop:** We facilitate a senior level workshop across key stakeholders within your organisation to obtain a 360 degree view of the Contact Centre in light of business drivers. Based on our experience in industry, we then report back to you our view of your strengths and where you need to make improvements, along with short term and longer term recommendations.
- **Customer Experience Observation:** We observe the live operation of the Contact Centre and conduct interviews with supervisors and agents in order to assess, measure, and recommend solutions that will deliver real business benefit.
- **Application Workshop:** We gather statistics and perform a Return on Investment analysis associated with a particular Contact Centre technology.
- **Proof of Concept:** We deliver to you a pilot of a particular Contact Centre technology for an agreed period of time at reduced commercial rates so that you are confident that the solution delivers business benefit.

INNOVATE

As the old saying goes: the more things change, the more they stay the same. Many changes have hit the Contact Centre industry in the past 10 years; the internet, identity theft, and regulation from all sides. Yet the basic challenge of controlling costs while delivering excellent customer service remains the same. It is just more difficult to achieve.

At JAM IP, we strongly believe that the only way to meet this challenge head-on is to **innovate**. Innovation underlines everything we do. When we interact with you, we will at times challenge you if we believe there may be a better way of doing things or if we think you are missing a trick.

Innovation is also a vital part of our service offering. Our team of software developers are constantly designing products in response to real-life issues and opportunities. These products are both stand-alone, such as our integrated outbound dialler with Mobile SMS, and complementary to products from major vendors like Nortel and Cisco, such as our textphone and Skype connectors.

INTEGRATE

Too often, Contact Centre technology projects fail because due care and consideration has not been given to the environment in which they will live and breathe. It's not just about the technology used to route inbound and outbound contacts, and it's not just about interaction recording, quality monitoring or workforce management. Contact Centres depend heavily on front office and back office applications, local and wide area networks, and other voice and data systems.

A vital part of our role is to tightly **integrate** the solutions that we provide into your Contact Centre environment. Our team has a wealth of practical experience in Contact Centre integration, including a 10-year track record of designing our own Computer Telephony Integration (CTI) software products and delivering them into mission critical environments, including 999 emergency Contact Centres.

OUR SOLUTIONS

SELF SERVICE

The area of Self Service is a hot topic and there can be no doubt that the adoption of technologies that automate aspects of the Contact Centre is on the rise. It is no surprise that this is the case, the drive to lower costs is a fact of life for most organisations.

Self Service and automation are areas of particular strength within JAM IP. We have within our team individuals who are well recognised in the industry for their thought-leadership and track record of delivery. It is this expertise that allows us to think of creative ways in which Self Service and automation technologies can be used to not only drive down cost, but provide an experience that will impress the end customer. One of JAM IP's deployments, for example, uses speech recognition to identify and validate an incoming customer, but then takes automation technology much further by predicting why the customer is calling and delivering personalised messages.

The many Self Service deployments that JAM IP have delivered include logistics and tracking applications, flight information lines, speech automated switchboards, speech automated brochure requests, and banking and financial transactions using encrypted speech recognition. Several of JAM IP's customers are now taking their solutions forward through the use of biometrics technology, whereby the unique characteristics of a person's voice are used as part of the identification and verification process. Self Service solutions can either be installed in JAM IP client premises, or deployed in JAM IP's carrier network.

IP CONTACT CENTRES

JAM IP's team of professionals help you get the most out of your technology investments. We have a deep understanding of the industry's leading solutions. But what we believe makes us truly different is our ability to expand and build upon the products available in the market by developing our own complementary software. An example of this would be our Skype connector, which enables Skype users to interact with Contact Centre agents (without the need for agents to have a Skype account.)

Not only do we offer the best solutions from leading vendors, but we are completely flexible in how these solutions are deployed and paid for. Some of our client solutions are implemented on-site and payment is based on capital expenditure. Others are based in JAM IP's carrier network and have tailor-made monthly rental arrangements

PROACTIVE CONTACT

Excellent customer service is not always defined by how well you deal with an inbound call. Excellent customer service occurs when you predict a customer's needs and you proactively contact them, rather than waiting for the phone to ring. JAM IP's automated dialling solution can help organisations take a proactive approach to customer contact and help deliver productivity increases, which can be up to 300%.

JAM IP's outbound solution also contains a mobile SMS channel, which works hand-in-hand with outbound voice for a truly multi-channel approach to proactive contact. SMS is a non-intrusive and cost effective way to deliver customer service applications such as reminders, alerts and customer-specific information like account balances. Recent research commissioned by JAM IP indicates that it is five times more costly to ring a mobile than it is to send a text message.

JAM IP's outbound Voice and SMS solution is fully integrated into the Contact Centre and provides powerful data profiling capability, so that outbound activity can be tailored to specific groups of customers, or can be triggered by an update to a database. If the recipient replies to a text, the response can be dealt with automatically. The response may be to update an account or other database information, or it may be to generate an outbound call to the recipient.

PUBLIC SECTOR CUSTOMER CONTACT

JAM IP has a strong track record in the deployment of innovative Public Sector Contact Centre solutions that assist in achieving the goal of providing citizen centric services.

Many of our solutions have been designed and customised by our in-house software development team to ensure we deliver the very specific requirements of individual public sector organisations.

Here are few examples of some of the projects that we have delivered for the public sector, some of them outside the Contact Centre:

- Integration of caller location information into 999 Contact Centres
- Integration of text phones into local government Contact Centres to support the hard of hearing
- Integration of Lagan Customer Relationship Management (CRM) system for local government Contact Centres
- Integration of Orchard Customer Relationship Management (CRM) for housing authorities
- Speech automated switchboard for Primary Care Trusts
- Custom touch screen application for the Rail Industry
- Temperature monitoring and alerting application for the Rail Industry
- Custom applications on IP telephones for police forces
- Alerting and notification system for nuclear power stations

PRODUCTS

JAM IP is accredited to the highest level with the market's leading vendors. We are a Cisco Advanced Technology Partner, a Nortel Gold Partner and Nortel Development Partner, and a Witness Actionable Solutions (Verint) Strategic Partner.

Our portfolio range includes network and enterprise products. We are able to deploy our solutions in our network, in a hosting centre, or on our customer's site (or a mixture of the option). A summary of our portfolio is provided over:

- **Intelligent Network (IN)** - inbound 08 and 03 services, including the ability to perform Self Service changes to routing plans via a web interface or a telephone keypad. Comprehensive reporting on inbound numbers is provided using a web browser interface.
- **Network Self Service** - allows customers to provide Self Service applications behind an 03 or 08 number, with or without speech recognition
- **Cisco Unified Contact Centre and Intelligent Contact Management** - Advanced Technology Partner for Cisco UCC and CVP. Jam IP has the ability to deliver enterprise Contact Centres, virtualised Contact Centre in the carrier network (ICM) or a mixture of both.
- **Nortel Contact Centre** - JAM IP is a Nortel Gold Partner and Development Partner of many years standing. Products include Contact Center 6, Nortel Call Recording and Nortel MPS (Self Service).
- **Predictive Dialling & Outbound SMS** OpenCONTACT, is developed in-house and connects to all major Contact Centre vendors (Cisco, Nortel, and Avaya). It has an SMS module to allow for multi-channel outbound contact and very powerful real-time and historical reporting, including instantaneous access to reports that indicate compliance to the latest Ofcom legislation.
- **Witness Actionable Solutions (Verint)** - JAM IP is a Verint Strategic Partner and can deliver compliance recording, quality monitoring and workforce management solutions as part of the Impact 360 portfolio.
- **Call Back solutions** – provide callers with the ability to request a callback rather than queue for an agent. Hosted solutions are available, negating the need to purchase any on-site equipment. Alternatively, on-site solutions are also available if tighter integration into the Contact Centre environment is desired.
- **Skype Connector** – which allows Skype users to communicate directly with Contact Centre agents
- **CRM Connectors** – agent desktop solutions to integrate CRM systems to major Contact Centre solutions. Supported CRM solutions include SAP, Lagan, and Orchard.
- **Textphone Connector** – allows hard-of-hearing users to interact with a contact centre agent using their text phone interface