



Customer Response Centre (CRC) and Mobile Repair Technicians (MRTs)

Maximising customer experience through effective delivery and innovative solutions.

VINCI Facilities delivers 24/7/365 planned and reactive maintenance across the UK and Rol. Requests are received and co-ordinated in a state-of-the-art CRC, with a team of MRTs delivering an efficient and responsive service for clients.

Customer Response Centre

Accredited by the Institute of Customer Service, VINCI Facilities' CRC houses a 50-strong team. Innovative cutting-edge technology is utilised including:

- » Cloud-based integrated phone and email.
- » Live call listening quality management system.
- » Automatic customer survey feedback loops.
- » Digital manuals and guidelines tailored to each project.
- » Jeopardy management processes monitoring Priority One calls to completion.
- » Tablets utilising electronic V-FORMS and compliance apps.
- » Vehicle tracking linked to auto scheduling tools.
- » Visible 'Near Time' Productivity dashboards.

Keen to promote continuous improvement, the centre takes part in the 'National Customer Service Week' every October. Led by the Institute of Customer Service, this initiative features workshops, masterclasses and team-building exercises.

Lean initiatives, such as telefixes, have been introduced to reduce the need for engineers to visit sites. Overall, the team's commitment has led to standards improving each year, including Net Promoter Score (up 24.9) and Right First Time (up 3%).

Mobile Repair Technicians

VINCI Facilities' CRC-embedded planning and scheduling team manages a UK & Rol wide network of mobile engineers, who are strategically located to enable 24/7/365 nationwide coverage for reactive and PPM activities. Led by experienced Service Delivery Managers, the multi-skilled mobile engineering team are accredited to deliver a diverse range of building services activities, including electrical, gas, ventilation, air-conditioning and refrigeration.

In the past 12 months, the team have completed in excess of 35,000 work orders for customers including Shell Retail, Canal and River Trust, CRUK, Debenhams, Dixons Carphone and Smyths Toys.



Embedding a culture of excellence

To support VINCI Facilities' culture of service excellence, monthly 'Reward and Recognition' events recognise team members who go the 'extra mile'. This has proved successful in continuously improving areas such as cost avoidance and productivity, whilst maintaining the highest health, safety and environmental standards. One such award recently saw the MRT team in Ireland commended by Debenhams, with the Store Manager commenting: "I want to thank the team for their professionalism, manners and knowledge. They are a credit to themselves and VINCI Facilities."

YEARLY RESULTS



200,000 inbound calls.
165,000 outbound calls.
124,000 emails.



35,000 work orders.
17% of work orders resolved over the phone via telefixes.



24 contracts serviced across thousands of sites.



Average SLA results of 91% (industry norm 85%).

"I just wanted to make you aware how happy we are with the service we receive. The account managers, MRTs and help desk team are all fantastic. The delivery model has adapted perfectly to our needs and the service provision consistently meets our high standards."

Tom Gardener, Senior Retail Facilities Manager, Dixons Carphone.

