



POWERING DIGITAL TRANSFORMATION

SCALE UP WITH DIGITAL RESOURCES; GET MORE DONE.

Here's how we've helped clients innovate and meet business needs to achieve amazing results!

BIZVU POWERS THE UK'S LARGEST GYM AS IT PREPARES FOR GLOBAL EXPANSION



With over 1 million members, our client is the UK's largest gym chain and a pioneer of low cost, high quality fitness experiences. Their objective to deliver a highly disruptive and differentiated customer-centric proposition led them to review how they managed social media interactions coming into their contact center.

We implemented Bizvu **INBOX** to blend their digital interaction channels together. Now they can see all interactions as they happen, in one place. Inquiries can be routed to the correct agent or department and the filtering mechanisms saves wading through thousands of interactions. The gym chain is using our Bizvu **INBOX** to manage over 1,000 messages and interactions per day from a variety of social media channels such as; Facebook, Twitter, Instagram, Google Review and YouTube (and more still!).

Bizvu **INBOX** has meant that they've been able to look into how they innovate both as a business and as a customer contact organization. With the gym chain about to go global, opening gyms in the USA; our solution has meant that all interactions can be handled within the UK fully utilizing a well-honed back office.

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MOTOR INSURERS INCENTIVIZE THEIR CONTACT CENTER LEADING TO IMPROVED AGENT PRODUCTIVITY AND CUSTOMER EXPERIENCE.



Working with over 1,000 UK brokers and intermediaries to provide attractive policies to suit their customers' needs, our client is a large motor insurer, employing over 6,000 people in the group. Their contact center was struggling to meet KPIs so they came to us to see how we can help and how they can engage their staff and teams exploiting innovation.

We helped them to implement two transformative solutions Bizvu **REWARDS** and Bizvu **DASHBOARD**. Bizvu **REWARDS** maps their real-time activity and then rewards specific behaviors across teams, individuals and shifts enabling end-users to compete in tournaments, meet goals and deliver improved customer service for their agents against performance bonuses. This data is collected and mapped against each users performance where they can participate in league tables or just review achievements. The solution is integrated with Mitel's MiContactCenter and can be extended to integrate with other 3rd party systems such as CRMs, HR systems and even payroll for bonus payments. Using Bizvu **DASHBOARD** in unison with the rewards and gamification solution means that the insurance company can review their agent performance to a granular detail. They can create personalized dashboards for various members of their team from agents, to supervisors and any other users that need access throughout the company. Presenting them immediately with a personalized and modern view of their key contact center data on large screens, agent or supervisor desktops, or optimized for tablet and mobile views.

The solution has helped the business move away from spreadsheets for managing employee bonuses; it's all now digitized. We extract the data from 10 different data channels and 3 systems, which is pushed into the dashboard views for the end-user(s). Agents are able to see their rewards based on KPIs like credit card conversions, quality assurance and service requests and customer service. Employees are more engaged and motivated and have a better understanding of their performance.

FAMOUS THEATRE AND ARTS CHARITY ANALYZE OVER 250,000 SOCIAL INTERACTIONS PER DAY



Our client is one of the world's leading venues and charities in music, dance, sport and politics; with over 1.7 million people visiting every year. They pride themselves on creating enjoyable, memorable experiences for everyone and that's why they took the step to modernize their contact center with Bizvu **INBOX**.

Many of their interactions with their customers come through social media, which is why they needed a solution that would bridge the gap between their social channels and their contact center, as well as managing community ecosystems. Our Bizvu **INBOX** solution works in the background to analyze over 250,000 social interactions per day, pulling inquiries into the contact center for an agent to engage with and respond to, where applicable. Using open media integration directly into Mitel Ignite, they've been responding to an average of 600 enquiries per day, just on social! The interactions pull through in real-time, extending additional functional features through the API to enable the agents to give a lightning-quick response to customers. Bizvu **INBOX** has helped to dramatically reduce the length of time it takes to respond to social media inquiries, significantly improving the customer experience.

ADD VALUE AND SELL MORE WITH BIZVU

We're an innovative software development company with a great pedigree. Working to help add value to investments like Mitel. Our solutions allow any customer experience to be created and seamlessly integrated into the contact center, CRM and your various other business systems. Our suite of applications are ready-to-go as brilliant stand-alone applications, connected together and integrated with Mitel. They are key for enhanced business capabilities like automation and self-serve. Working to improve customer experiences and empower and engage agents.

[REWARDS](#)

[DASHBOARD](#)

[INBOX](#)

[FORMS](#)

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