



**THE HUMAN TOUCH.**

**KNXUS**  
beyond the call



**KNXUS** ARE SPECIALISTS IN PROVIDING CONTACT CENTRE SERVICES ACROSS ALL MARKET SECTORS, OFFERING A SOPHISTICATED SOLUTION WITH A HUMAN TOUCH TO ALL BUSINESSES, FROM SOLE TRADERS TO MULTI-NATIONALS.



## WHO WE ARE

KNXUS is a unique contact centre organisation. As a business, we combine cutting edge technology with traditional values, and the capacity to serve multi-national corporates with the same personal service that appeals to the owner-manager.

As the people behind that business, we are a team of multi-talented, experienced and dedicated individuals, with a mission to be not just unique, but the best in the market.

### OUR UNIQUE CONTACT CENTRE BUSINESS BRINGS NEW STANDARDS AND A NEW APPROACH TO THE INDUSTRY

And it's a mission that's backed by a first-class pedigree, from the top down.

The Executive Team, whose collective vision and intuition has created KNXUS, are recognised as innovative business leaders, experienced in a wide spectrum of markets. Naturally, they have impressive credentials in management, operations,

sales, business development and marketing roles within the call centre sector itself.

Our hand-picked Management Team are all operational experts in the outsourced contact services industry, with experience across a number of vertical markets. Many have worked with the Executive Team in previous organisations, contributing to a genuine culture of commitment to the KNXUS vision.

Our associates – the Contact Centre Team – are all carefully chosen for their experience and talent. But just as important is their ability to fit with the aims and objectives of KNXUS, to be our kind of people... the kind that understands that the quality of the relationship we build with our customers is vital.

We all have one thing in common: a desire to make a real difference to our clients' businesses.



## OUTSOURCED CUSTOMER CONTACT

Our Contact Centre Teams will handle discrete projects designed to deliver impressive results for your sales and service operations, whether inbound or outbound.

## THE KNOWLEDGE STREAM

Our Consultants will advise you on how best to interact with your customers, design a campaign and manage it through to completion.

**KNXUS** – LISTEN, GUIDE, ADVISE AND INFORM.

CONTACT CENTRE – CONSULTANCY – RESOURCING – PROJECT MANAGEMENT – CUSTOMER FACING PRODUCTS



## WHAT WE DO

In simple terms, we make and take calls to and from your past, current and future customers.

The communication we handle on your behalf might be reactive or proactive, continuous or

And we can do it with total credibility... your KNXUS team will learn about, understand and know your products and services inside-out before they make a single call to your customers.

As well as handling discrete customer contact projects, KNXUS delivers a second group of services that we call the knowledge stream.

By understanding your business and its objectives, our consultancy team will help you to get the most out of your existing customer contact programmes and, if necessary, develop entirely new approaches.

Our project management experts can handle a variety of briefs, from co-ordinating a complete telemarketing campaign to supervising design and build of your new contact centre.

And we can staff it too... our resourcing specialists can find, select and train the people you need, at any level, whether permanent or contract.

## KNXUS WILL WORK WITH YOU TO HELP YOU WIN CUSTOMERS, UNDERSTAND THEM AND KEEP THEM

calendar-driven, campaign-focused or ad hoc. From receiving customer service calls to selling highly sophisticated financial products, and everything in between, KNXUS delivers outstanding contact handling capability.

Whether you outsource your entire customer contact programme, or use a specialist to work alongside your own team, our highly skilled, carefully trained associates can talk to the people you need to reach, more often, at the right time, using any media, be it phone, web, email, fax or text.



## 8AM – SHIFT STARTS

We work on your behalf whenever you need us to. That means we can offer flexible working arrangements that make it easier for our associates to combine their job with their personal and family commitments... it also makes us popular employers.

## NOON – PROJECT MEETING

Team Coaches are briefed on a new project, or a new phase of an existing campaign. Because our business is about representing our clients' business, interfacing and developing relationships with their customers, we often ask clients to be part of the briefing process.

## 10AM – TEAM MEETING

Together we celebrate success, solve problems, support each other – a great team spirit produces great results for our clients.

## 6.30PM – ONE-TO-ONE

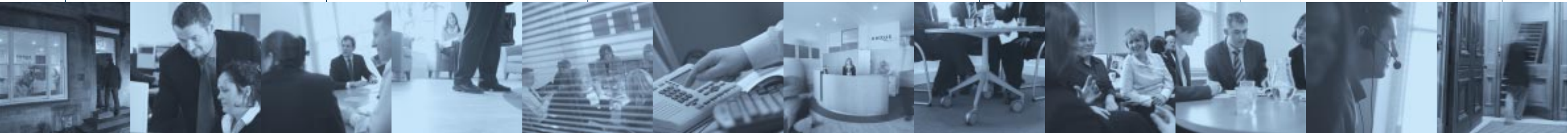
Managers and Team Coaches discuss individuals' performance, training and emotional needs on a regular basis, one-to-one.

## 4PM – SALES MEETING

We practise what we preach, applying the telemarketing techniques that work for our clients to develop our own business.

## 10PM – NIGHT SHIFT STARTS

The majority of our calls stop at around 9pm, allowing time for end-of-the-day administration before our night shift comes on board.



## 11AM – PROSPECT VISIT

Because KNXUS is part of your team, we like potential clients to see for themselves how we work and to listen-in to live calls.

## 12.30PM – CLIENT UPDATE

Our Customer Service Teams update clients on campaign progress, by phone or email or in person, as often as required – that could be once a month... or as often as twice a day.

## 8.30AM – FLOOR BRIEFING

Team Coaches brief their associates throughout the day on any last-minute changes to clients' requirements, ensuring that our operation is both dynamic and responsive.

## 6PM – 'SPEAKEASY'

Our CEO goes 'back to the floor' every month to take soundings direct from our associates in informal face-to-face meetings – as an Investor in People company, this is one example of our commitment to developing a motivated and involved workforce.

## 7PM – CONSUMER SURVEY CALLS

The depth of our understanding of the marketplace enables us to match calling schedules to lifestyle patterns, ensuring that we target working consumers during the early evening, when they are likely to be both available and receptive.

## 2PM – AFTERNOON SHIFT STARTS

Team Coaches plan shifts to achieve the best possible response from clients' particular target audiences, matching lifestyle patterns that are dictated by working hours and school runs, ensuring a loyal workforce.

## OVERNIGHT

A small team of associates is always on hand to receive calls during the night.

**KNXUS IS OPEN FOR BUSINESS 24 HOURS A DAY, MAKING SURE THAT WE CONTACT YOUR CUSTOMERS WHEN THEY'RE LIKELY TO BE MOST RESPONSIVE... AND IN TURN THAT THEY RECEIVE A RESPONSE FROM YOU WHENEVER THEY WANT TO REACH YOU.**

## FLEXIBILITY

Outsource your entire contact programme to KNXUS, or use one of our specialists to work alongside you, complementing and adding value to your own team.

## TIME

You can get on with running your business, confident that your KNXUS team has the knowledge and expertise to deliver the results you need.



YOUR **KNXUS** TEAM WILL LEARN ABOUT, UNDERSTAND AND KNOW YOUR PRODUCTS AND SERVICES INSIDE-OUT.

## WHAT WE OFFER

If you want to discover more about your existing customers and understand their wants and desires, you need to talk to them.

Sounds simple doesn't it? But getting the right answers from the right people is actually a skilled task... and it takes time.

If you're running a business, whether you're a sole trader, an SME or a multi-million pound corporate, the chances are that finding either the time or the people to get those answers – from within your own organisation – won't be easy.

And if you want to go further, to reinspire lapsed customers or discover where your new customers are and understand what they want, the task becomes much more complex.

By outsourcing contact with your customers – existing or new – you gain two valuable assets: Time... to get on with running your business Expertise... that delivers the results you need.

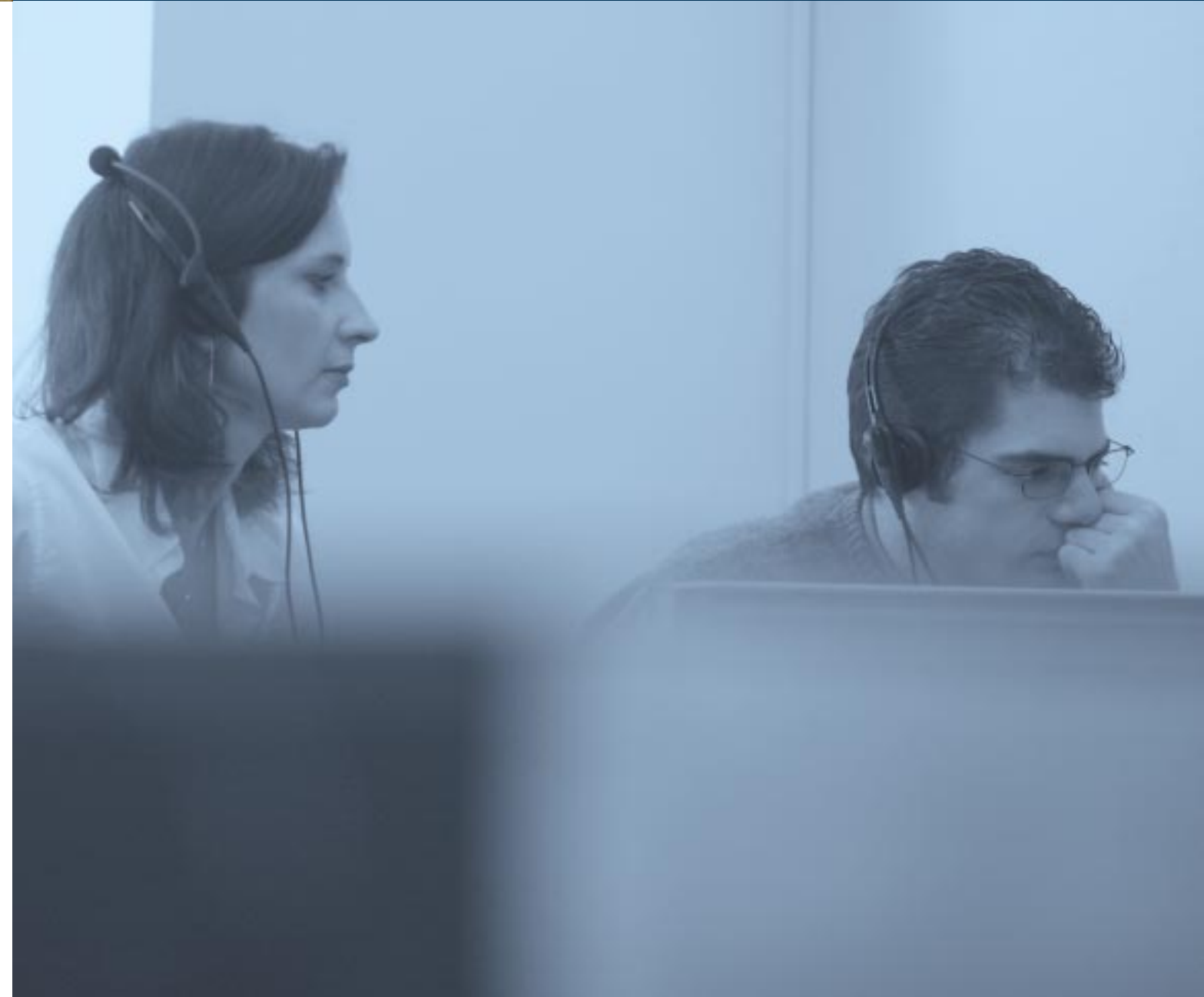
Whether you need to support a pilot direct marketing initiative targeted at a new audience

**AT KNXUS WE PRIDE OURSELVES ON OUR ABILITY TO THINK OUTSIDE THE BOX IN ORDER TO PROVIDE YOU WITH A COMPLETE TAILORED PACKAGE**

or to maintain ongoing relationships with regular customers, KNXUS can design a bespoke contact plan, train a dedicated team of people that will speak with your voice and deliver results, on time and on budget.

Whether you need to make one call a week or several thousand a day, KNXUS will work with you to help you win customers, understand them and keep them.

The unique multi-site, multi-skilled, multi-sector, multi-product, multi-media contact centre business that is KNXUS brings new standards and a new approach to the industry... and to your business.



## PEOPLE

... are vital to our business and yours. As an accredited Investor in People organisation, we find talented individuals, commit to their development and care about their welfare.

## PLACES

Uniquely, KNXUS operates from market town locations where we find excellent people, appeal to owner-managed businesses and yet still deliver large-scale projects for corporate clients.



**KNXUS** IS A UNIQUE CONTACT CENTRE ORGANISATION, COMBINING CUTTING EDGE WITH TRADITION, AND VIRTUAL SCALE WITH INTIMACY.

## WHY KNXUS

KNXUS is different because of where we are, who we are... and because the two go hand-in-hand.

KNXUS is different because we can offer a highly personal service to sole traders and SME businesses... while simultaneously delivering the volume and versatility that our larger clients expect from a market leader.

We can achieve this because of our deliberate and unique strategy of operating from market town locations. It's where our owner-manager clients like us to be – in environments that are intimate enough to develop their own individual characters and which appeal to differing niche sectors.

It's where our larger corporate clients want us to be because it gives us the flexibility to combine teams from different locations, using leading-edge technology to create a robust, virtual, large scale contact centre.

It's where our select network of associate consultants, project managers and contact centre specialists can apply their top-level skills and develop and nurture local customer relationships.

It's where the type of people that make skilled and dedicated contact centre associates want to be – in a community with easy access to facilities. And it's where our open, team-based culture, our commitment to staff development and our care in providing flexible working arrangements encourages their loyalty.

And because our people and our environment are central to our business, we are committed to the communities that sustain them. KNXUS is therefore an active supporter of many local organisations in the towns in which we, and our clients, live and work.

**KNXUS** HAS A TRULY OPEN CULTURE IN WHICH ALL MEMBERS OF STAFF TAKE PART IN A MONTHLY 'SPEAKEASY' FOR THEIR CHANCE TO EXPRESS HOW THEY FEEL



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INVESTOR IN PEOPLE

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