

## **Case study Broadband Technical Support**

In September 2006 a major Broadband provider requested ARISE to provide a short term Technical Support service to its DSL broadband customers. This work was in support of the Clients existing call centre in their headquarters in Dublin. The calls which could not be answered in Dublin due to resource constraints were sent to ARISE and Arise answered the calls as the Client's agents. The work began in September 2006 with training in Limerick given by the Clients Engineers and finished in March 2007. In this time ARISE answered 21,000 Calls totaling over 206,000 minutes. ARISE agents in Limerick used the Clients Database to log all calls received directly. This database also provided the agents with customer details of the Clients products which the customer had purchased.

This contract demonstrated how flexible Arise is as a company in supporting the Clients needs. One can also see that Arise have no issues in dealing with large call centre traffice into its central hub.