



## success » story

John Laing Integrated Services create a reliable and resilient helpdesk service for their clients, powered by *intelligentContact*™.

*iContact*, from *mplSystems*, has allowed John Laing to rapidly bring on-line a helpdesk facility with integrated overflow and disaster recovery capabilities. The 6 week installation phase included connection to *mplSystems*' existing network of Message Pad contact centres along with training for both client and overflow 'People on Demand' agents.

The enterprise mashup approach which *mplSystems* takes to integrate its contact centre applications with those of the client and, in turn, the client's customers, has enabled John Laing to assist two new major customers with critical and technically challenging services.

Two of John Laing's customers now benefit from key elements of *iContact*, including the trouble ticketing module, workflow, digital call recording, reporting and data analysis, all provided through the John Laing helpdesk.

The .NET environment in which *iContact* is developed means that these services will continue to grow and change as client requirements dictate.

### BENEFITS

- » Flexible technology to meet client needs
- » Greater capacity for handling client calls
- » Inherent resilience to protect clients' business

### REACTION

Tim Grier, Managing Director of John Laing Integrated Services, commented *"We have been delighted with intelligentContact's performance and the responsiveness of the MPL team. We see our partnership as an important part of our future growth plans."*

Paul White, CEO of MPL added *"Understanding how critical responsive customer service is to an organisation's operations has led us to develop iContact. It has been designed specifically with the ever-changing requirements of the end-user in mind. The John Laing installation proves how successfully iContact works with a myriad of client and technology demands."*

### BACKGROUND

John Laing Integrated Services is a leading facilities management business, providing consultancy and services from bidding, through project initiation and design, on to operational services to public and private sector clients in education, rail, police, housing, health and waste.