



Client Requirements

- Needed a 24/7 call handling system that could handle and respond to email alerts generated from equipment and machinery.
- Needed to ensure engineers could be dispatched promptly to avoid financial penalties for prolonged downtime of equipment.
- Requirement of a disaster recovery script in the event of a crashed plane at an equipment site.

Direct Response Solutions

- Develop a system that could receive an email and auto generate a call to our out of hours call handlers.
- Setup escalation procedures so the correct personnel could be contacted when on call.
- Instant delivery of information to all departments.

Results

- Improvements on engineer deployment time.
- Reduction in downtime penalties.
- BCP adherence resulting from the deployed solution.
- Improvements of call ownership and job details being accurately recorded.

“We have found the support given by Direct Response vital in helping us maintain consistent levels of service for our machines.

The Direct Response team have always been flexible to our requests and have delivered at each stage.”

Head of Facilities.