



Success stories

Giving Qualis Management the space to improve customer satisfaction.

When Qualis Management required a flexible and cost-effective call centre solution, Digital Space successfully migrated the company to cloud-based solution, Amazon Connect in just two months.

Who are Qualis Management?

Qualis Management is a facilities management company, and as part of the Qualis Group, is responsible for more than 6,000 homes. It carries out day to day repairs, planned maintenance and emergency repair services for tenants renting their homes from Epping Forest District Council (EFDC).

The Qualis Group and its companies, which includes Qualis Management, Qualis Commercial and Qualis Living, was established by EFDC to help deliver long term value across all activities and positively impact communities, the environment, and the economy.

To achieve this, Qualis Management uses innovative technology to ensure services are delivered as efficiently and effectively

as possible, coupled with exceptional customer service from a team that has years of experience.

The challenge

Qualis Management required a call centre solution which would improve customer satisfaction. As the company is continually looking at ways which it can innovate through technology to improve services for customers, it needed a call centre solution that was not only low risk but had the flexibility to expand and evolve the service as the Group grew.

Having implemented a number of successful projects for housing associations, Digital Space was contracted by Qualis Management to deliver the project in November 2021, following a customer recommendation and competitive bid.



The solution

After undertaking several reviews and demonstrations of call centre solutions, Amazon Connect was identified as the best channel for the company. It is an omni-channel cloud-based contact centre service designed by Amazon Web Services (AWS). Digital Space has been an Advanced Consulting Partner of AWS for more than 10 years.

Amazon Connect's benefits for Qualis Management included:

- Easy to use and provides simplicity whilst providing several functions and capability
- Has the ability to evolve as the company grows and changes
- Secure and resilient
- Pay-as-go capability allows the company to scale the solution up and down as required, without heavy associated costs
- Enables quality control in customer service
- Ease of setup

Additional features of Amazon Connect also proved particularly beneficial to Qualis Management:

- The call back feature allowed tenants to be called back when call centre employees became available, rather than having to wait in a telephone queue.

- Agents are able to work from home easily, because as a cloud-based solution, there is no need to download software
- Reporting and analytics to support quality control
- Call recording and live calls will enable service improvement
- Ability to introduce further functions such as Web Chat in the near future

Deploying the solution

There needed to be minimal disruption to the day-to-day operations of Qualis Management's call centre. Tenants still needed to be able to get in contact with the agents, without issue or delay, in case there was a service request to report.

The team at Digital Space worked around the clock to ensure Amazon Connect was deployed efficiently and quickly. This included having weekly check-ins and providing expertise and support to all members of the Qualis Management team.

As a result, the entire solution was implemented in just two months, including over the Christmas period, enabling Qualis Management to go live with the solution in January 2022.



Seeing success

Following the successful roll out of Amazon Connect, Qualis Management is looking to continually innovate its services for its tenants through technology and will be looking at improving other workstreams in coming months.

Ben Johnson, Managing Director of Qualis Management, said: "We are delighted to introduce Amazon Connect across the Qualis Management business. This innovative new system is simple and easy to use and provides us with a greater number of functions which will help us to improve

our offering to our customers and give us the capability to continuously improve the service as the business expands and the technology enhances.

"Working with Digital Space, we have been really impressed with how quickly they have understood exactly what we've needed and deployed the new system as well as how easy it is for our agents to switch over. The system is very cost effective, allowing us to add additional line capacity and agents free of charge, with savings passed onto us as Amazon Connect continues to drive down its costs."



Digital Space delivers progressive digital solutions that enable organisations to transform at pace.

Focused on enabling change for our customers, we provide a connected, productive and secure platform to maximise data, improve workflow and accelerate growth.

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