



“We have been thrilled with the service that we have received over the past year. The team work as an extension of Elder employees by managing all inbound new-care enquiry calls, live-chat and also making outbound calls to people who have registered their interest online. Not only do they **convert over 95% of calls to appointments with our sales team, but also provide fantastic customer service whilst doing so**

Mitchell Greenham, National Sales Manager”

Elder are a 24-hour live-in care provider who are currently the 3rd fastest growing company in the UK (over 500% growth in 2017). They are an industry disruptor and placed 5th in the 2018 Start-ups 100 list.

The care company originally approached us in May 2018, following a care-home test call experiment where Barchester (also managed by us) had the best customer service. Due to the significant growth they have experienced, Elder were restricted in terms of space and resource so were keen to outsource inbound and outbound services. Converting over 95% of inbound calls into appointments.

Current Operation

- We are pleased to continue managing Elder's inbound and outbound calls, following a one-week trial.
- We operate 8am-8pm, 7-days per-week for Elder and convert over 95% of inbound calls to new care enquiries by setting up appointments with their sales team.
- In addition to managing inbound new-care enquiries, we also manage live-chat and make outbound calls to people who enquire online.

