



Maria Mallaband
Countrywide



Maria Mallaband Care Group (MMCG)
Became a Whistl (formerly Spark Response) Client: 2018
Services Provided: Inbound Reception Service

Background

MMCG operate 83 care-homes across the UK, they appointed Whistl to provide inbound reception services after a recommendation from another Whistl Contact Centre Care Home Client.

Contract terms were agreed in January 2018 and MMCG inbound reception calls were being answered by Whistl agents just one week later. The setup for MMCG was similar to other Whistl Care Home clients and involved configuring numbers, setting up scripts and training staff to handle inbound reception calls.

Current Operation

- After MMCG originally signed a trial contract of 3 months, we're proud to say our partnership continues today via a team of 40 Bureau staff. Our Bureau is the perfect fit for MMCG as it provides flexibility, removing fixed costs whilst being able to handle fluctuating contact volumes.
- Today, Whistl look after all inbound reception calls for all MMCG care-homes, a total of 83

