

UNITED CLAIMS MANAGEMENT

Established in July 2013, United Claims Management (UCM) are a leading force in helping customers gain compensation from mis-sold pension products. As well as having a wealth of technical knowledge to share, they also ensure that their approach is client-focused.

OVERVIEW

As well as having a wealth of technical knowledge to share, they also ensure that their approach is client-focused.

This means that their emphasis is on maintaining contact and updating claimants through an often lengthy process regarding their pension claim.

Their drive to provide excellent customer service means that it is vital to have a reliable phone and broadband service so they can stay in touch with their customers.



A UNITED FRONT FOR CUSTOMER CARE

UCM previously ran their phone system and broadband lines through BT who supplied the company with an Avaya system. One of the main issues according to Managing Director, Sue Popplewell, was the lack of support BT gave them. "It was frustrating trying to get someone to come out if there was a problem and there was a lack of communication between the different departments. The lack of customer support was very frustrating which is one of the reasons we looked at moving away from BT".

The bills for UCM had also risen steadily and were an expensive part of the company's overheads. Coupled with the lack of customer support they'd received, they decided it was time to find a new provider for their phone system and broadband. Unify Business Solutions came highly recommended from another customer and were able to provide a quote for the installation of a new system, as well as demonstrating the savings that could be made on their bills.

The engineering team at Unify fitted the new phone system, a NEC SV9100 and handsets. They also upgraded the first of the broadband lines, with the others set to be changed when the BT contract runs out. The installation ran smoothly, creating very little downtime for UCM. With a reliable phone and broadband service now in place, their customers can always get in touch whether that's via a phone call or email.

SYSTEM FEATURES



Directory Service.
Store contacts securely.



Improved customer service
from easy-to-use system.

"The service we've received from Unify has been excellent. I know that there is always someone to speak to if I have any questions which makes life much easier – I no longer have to spend ages on the phone trying to find the right person to talk to! I wouldn't hesitate in recommending Unify to other businesses"

Sue Popplewell, Managing Director, United Claims Management

Trusted providers of bespoke solutions to support your business needs.