



## 300% increase in talk time

**MCE is one the UK's largest and fastest growing independent insurance brokers. More than 100,000 customers insure their bikes, cars and homes with MCE either by telephone or online, which is why they turned to STL to help them get more out of their telephony.**

### Increasing agents talk time

STL soon established that there was no need to replace MCE's existing Samsung communications system, which MCE were happy to continue to use. However, there was an opportunity to take a holistic look at MCE's call handling and to make the system work better for them.

MCE wanted to increase the daily outbound/inbound call throughput and effectiveness and turned to STL for assistance. STL in conjunction with Braxtel, one of their partners, designed a cost-effective contact centre tailor-made for MCE's current and projected requirements. MCE can now programme the system to pull information such as forthcoming renewal dates direct from the database and to dial numbers for the agents. The agents talk time has increased by 300%, making them more efficient and productive.

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*Julian Edwards,  
Director of MCE*

### Chasing new business

MCE also recognised the need to separate new business calls from general enquires such as a maturity date or a policy value; questions that do not need to be dealt with by an agent. By providing an automated information system for these general questions, the agents can concentrate on calls about new policies.

### Call recording

Being authorised and regulated by the Financial Services Authority, MCE is required to record calls. To comply with FSA regulations, the new system enables them to record all calls, store them for the specified time period and easily retrieve them. Call recording also provides quality monitoring for staff training purposes, which means that the agents can become more effective.

Julian Edwards, a Director of MCE commented, “STL quickly understood our needs and came up with a proposal that showed how we could improve our productivity as well as being able to manage the system better internally. Working closely with their partner Braxtel, STL installed the new system and undertook training for our agents. The installation and changeover went just as planned and with minimal disruption to our business.”

