

Emergency Management Service.

In uncertain times, it is important that your business focuses on customers, employees and business continuity. Information is vital in minimising the potential impact on your business, informing your customers and workforce with the most up to date information through an emergency SMS, email, push notifications, voice message or landing pages will help minimise the impact.

Engage Hub has over 10 year's experience in managed service delivery, serving some of the largest enterprise clients in the UK and internationally. Our dedicated Bureau Team can deliver industry leading SLA turnarounds from contact to deployment, whilst utilising our carrier grade platform to execute, deliver and monitor engagement.

In recent weeks our Bureau Team have done incredible work helping our clients to stay connected with their customers and internal workforce. They have on-boarded many new clients who before now did not have an efficient or cost-effective way to communicate with their customers. Following government announcements, they set up campaigns that needed to be sent to millions of people within tight time frames. They have built services to alleviate pressures within call centres such as call avoidance solution. They have worked on simple to very complex solutions and delivered them with rapid turnaround times.

There is no company or industry that is not feeling some sort of impact from these unprecedented times. Our teams even before these times are experienced with working with all industries... Get in touch today to see how Engage Hub can help you and your business.

How we can help.

- Quick set up from configuration to sending first send
- Create mass communication at scale
- Keep employees and customers up to date
- Share vital information and updates
- Reduce business impact of the emergency
- Automatically solve queries 24/7 via customers preferred channels
- Reduce pressure on agents

Features available to you.



2 way cross-channel personalised communications: SMS, email, push notifications, voice, landing pages



Manage employee and customers profiles and communications in one platform



Define business logic to automatically reach and interact with customers to achieve the highest engagement rate



Call avoidance solutions to reduce the number of calls into contact centre while reducing customer wait time and improving their experience



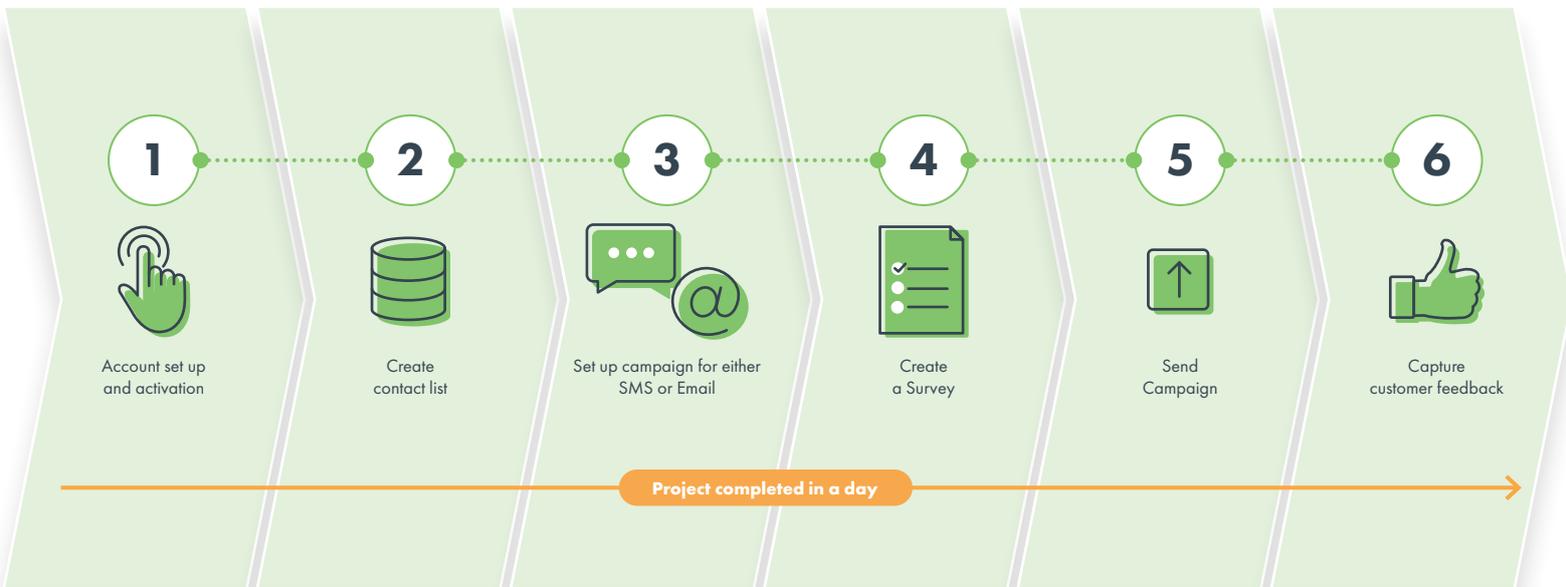
Post communication surveys to help gather detailed customer insight for continuous improvement



Ability to track customer journey's allowing businesses to optimise and improve their customer experience

From Activation to Engagement to Feedback.

Companies now more than ever have a requirement to send immediate communications to their customer base using reliable channels such as SMS and Email. And need the ability to send key personalised messages to high volumes of customers with quick turnaround times. For one client we set up and delivered an SMS campaign in a matter of minutes which was sent to 5.5million customers in the UK on that the same day. Companies also want to check-in with their customers and they can easily do this using the Engage Hub survey capabilities which can be embedded into any outbound communication.



Call avoidance.

Irish Government announced a moratorium on mortgage payments at the end of March. This resulted in the call centre of one of our Tier 1 Irish Banking clients being inundated with calls. The Engage Hub team worked closely with the bank to create a service to help stabilise the call centre again. The service shown in the diagram had a 3 day turnaround time.



About Engage Hub.

Every customer is unique. Engage each one.

At Engage Hub, it's our mission to make sure your business treats your customers as individuals to engage each and every one, so you win them over faster and keep them for longer.

With over 30 years in the business, our services have evolved alongside the needs of our clients, including some of the world's most successful brands across the financial services, utilities, telecoms, retail and logistics sectors. We understand the challenges you face - from data silos to legacy systems – and have built intelligent, intuitive and effective solutions that work for you.

Our commitment to excellence has helped us build a reputation as the leading global provider of data-driven consumer engagement and customer retention solutions. At a time when brand loyalty is at an all-time low, our data orchestration technology delivers the kind of experiences your customers have now come to expect. So, you can always keep them engaged and happy.

Engage Hub is proud to support some of the world's most successful companies:



As featured in:



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