



WE'VE BEEN AROUND A LONG TIME AND WE ARE

A COMPANY THAT BELIEVES IN WHAT WE DO

and what we can offer every single one of our customers.



Our professional, NZQA trained team operates 24 hours a day, 7 days a week, and 365 days a year from two geographically separated but fully integrated sites. This unique model provides our clients with business continuity and disaster recovery.

Our market leading technology, systems and processes integrate seamlessly with your business, maximizing efficiencies, knowledge management and reporting across multiple channels. We integrate fully with your CRM for data sharing, accuracy and timely reporting.

All of this combines to deliver an effective and efficient service to you, and an exceptional experience for your customers when and how they want to interact.

“Phoneplus proved that they could find the balance between

ACHIEVING SALES, MANAGING RISK AND ENSURING POSITIVE EXPERIENCE

for all of the prospects that they contacted.” - SGC Key Account Manager Tim Bryers

“HELP MAKE IT EASIER TO RUN MY BUSINESS”

Creating time, efficiency and effectiveness for clients like you is why we exist. Be it a full end-to-end outsource solution to manage your customer service, sales or back-office processes, or tactical support for a specific campaign or project, our goal is to help you focus on the things that you do best.

“HELP ME IMPROVE MY CUSTOMER SERVICE”

Keeping up with the increasing demands and expectations of your customers is a constant challenge in today's business world. Your ability to provide exceptional service at all times is often the difference between a loyal and happy customer, and a missed opportunity.

REACH YOUR SALES TARGETS
We offer a full range of sales services and solutions tailored to suit your business and budget.

“HELP ME MANAGE MY COSTS”

We enable you to interact and transact 24 hours a day, 7 days a week, 365 days a year, across multiple channels, seamlessly and efficiently.

“MAXIMISE YOUR RETURN ON MARKETING”

Phone Plus has been helping our customers marketing efforts for more than 20 years. And whilst we don't confess to being the expert in marketing, we are an expert in managing your customer interactions, market research, customer data, back-office processing and sales support fulfilment. All of which we tailor to meet your business needs and maximize our marketing investment.



OUR CUSTOMERS LOVE WHAT WE DO

AND THEY'RE ONLY TOO HAPPY TO TELL YOU ABOUT IT.

VISIT OUR WEBSITE WWW.PHONEPLUS.CO.NZ TO READ MORE.



MSD GOLD CARD CASE STUDY: THE RIGHT BALANCE BETWEEN QUALITY, QUANTITY AND COST

In under two years, the PhonePlus outbound sales team have attracted over 3,700 new businesses to the Ministry of Social Development's (MSD) SuperGold Card scheme (SGC).

PhonePlus exceeded MSD's 2012-2013 target to double the number of SuperGold affiliate businesses by closing sales with over 1700 companies during this time.

Mr Bryers believes that MSD has enjoyed a successful relationship with PhonePlus for the following reasons:

- *their ability to balance quality, quantity and cost.*
- *NZQA trained employees who receive continual training and development.*
- *the quality of their process design and reporting.*
- *an experienced management team who are extremely responsive and "active listeners."*

Further, he adds that the quality and timing of their communication enables strategies to be tweaked and processes to be streamlined to improve conversion rates.

"As a service provider, they go the extra mile and offer value for money."

- Contracts & Procurement Manager, Hanelie Lategan.



FIRST MOBILE/ VODAFONE

First Mobile identified Phone Plus as a trusted partner who could work with them long-term, handle the high volume of outbound telesales phone calls, and have a knowledgeable discussion with customers about products and services.

Phone Plus carries out the following services for First Mobile:

- *Outbound telesales*
- *Call recording and retrieval*
- *Data handling*
- *Database input and management*
- *Reporting*
- *Inbound customer service*

"Our relationship is very positive and win-win. Our values are closely aligned and they're as focused on delivering great service to Vodafone as we are. Phone Plus is big enough to handle the volumes, but can still make quick decisions to adapt to our changing needs."

- Reon Goodwillie, General Manager, Retail for First Mobile.

TALK TO US TODAY TO FIND OUT HOW WE CAN
HELP YOU ACHIEVE YOUR BUSINESS GOALS.

P: 0800 681 681

WWW.PHONEPLUS.CO.NZ