

London Borough — contract and delivery options for in-sourcing customer services and debt collection

Testimonial pending

Key achievements

- ECS developed a clear analysis of the current contractual obligations, opportunities and options for early termination
- New potential operating models for both services were created, reflecting members requirements and critical outcomes
- An exit and transition programme was developed that prioritised client requirements of a safe return of services with the best commercial outcome possible
- The transformation phase was clearly articulated utilising new technologies including virtual call centre, robotics and data capture and insights
- A financial model was completed for the programme with clear break-even points identified for each scenario

The brief

ECS were asked to develop options to exit (in part) the client's contract in respect of the call centre / customer services and debt collection operations and to create a new locally based call centre and debt collection operation with local employees either directly employed or employed in a suitable commercial vehicle owned by the Council.

The work

ECS worked at pace to develop clear options for the client, taking account of prevailing contractual obligations, policies and strategies and members' aspirations. Key stakeholders were interviewed to understand current and future operating models. ECS undertook detailed financial modelling to support the options and to assist in final decision making.