

September 2007

Achiever helps Surrey County Council win customer service award

Achiever implemented a customised Shared Service Centre system for Surrey County Council in 2005. Within 18 months, the forward-thinking council was voted Best New Shared Service Organisation in Europe.

The council commissioned Achiever to implement a call logging system for its Contact Centre the following year. The Contact Centre is now set to match the success of the Shared Service Centre as it has been short listed for Best Centre for Customer Service at the prestigious 2007 CCF European Call Centre Awards.

Despite facing stiff competition from companies such as Tesco, Barclays and EDF Energy, the council and Achiever are hoping for a good result at the award ceremony in September.

Achiever Director Lisa Chick believes it is the company's practice of working in close partnership with its customers that makes Achiever solutions so successful. She explains, "We take the time to understand our customers' operations so that the system we design fits with their working practices and meets real business needs. We are delighted that this approach is helping our customers to lead the way in customer service."

Achiever continues to strengthen its reputation in Shared Services with the award of a new contract by the Medical Research Council.

The Company

Achiever Software is an established, award-winning developer of Customer Relationship Management (CRM) software. Founded in Birmingham, UK, in 1992, the company has been in the Deloitte & Touche Technology Fast 50 five years running and made The Sunday Times ARM Tech Track 100 in 2002. This year the company was also nominated for the Call Centre Awards for its technologies. The company's products protect and develop customers' most valuable asset - information about their customers and markets.

The Product

The scalable solution Achiever is the only CRM package to integrate with all leading accounting packages and legacy systems, is the only CRM package to encompass sales, marketing and support without extension, includes an easy-to-use workflow functions and offers openness, flexibility and scalability to provide exceptionally fast ROI.

Client Portfolio

Achiever Software has developed the AIM methodology for fast implementation of its software, and places emphasis on customer satisfaction, with a high ratio of service and support staff. Achiever Software's consultants are widely experienced and highly qualified, each having been involved with many implementations of the software, The company has won an enviable list of over 100 corporate customers, including AEA Technology, Forsyth Partners, Bentley Reid, West Nottinghamshire College, VisitBritain, Dominos, Londis, National Britannia, P&O, Rugby Cement, Siemens, and T-Mobile.

Contact us for further information

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