

CASE STUDY: EUROPEAN BANKING AND FINANCIAL CORPORATION

As a leading European banking and financial corporation, this organisation wanted to deliver exceptional customer experiences to meet the expectations of high-net-worth visitors and callers across a London campus environment. This also involved pioneering a multi-lingual solution that reflected the profile of its international client base.

KEY CHALLENGE

Exceeding expectations as industry-sector leaders

ARENA21 SOLUTION

arena21 provided a comprehensive front of house solution that embraced the group's operations in London and across the globe. Highlights included:

- Successfully implementing a five-star front of house service that involved managing meeting rooms
- Creating a new VIP escorting service that delivers a highly personalised level of attention
- Combining multiple switchboard services into a centralised team
- Bringing together the switchboard reservation teams to deliver a more flexible, cost-effective and consistent service
- Extending front of house service solutions to other London sites
- Accommodating the closure of two sites whilst securing alternative employment at arena21 for the affected employees

THE RESULTS

The solution has:

- Delivered consistently impeccable service across a multi-site / campus environment
- Added sustained value to other areas of the client's business
- Achieved up to 93.5% meeting-room utilisation
- Reduced costs by centralising switchboard operations
- Secured a flexible, cost-effective service by combining switchboard and reservation teams

