

What is Managed Office Solutions and can it help to limit the risks of commercial property for contact centres?

Managed Office Solutions can offer alternative approaches to property and infrastructure that are designed to specifically align a contact centre's property with its business commitments, and thus mitigate them from pre/post-contract and on-going property risks.



(<http://www.callcentre.co.uk/wp-content/uploads/2014/03/Managed-Office-Solution.jpg>) One of the biggest challenges facing contact centres is finding commercial space that meets their dynamic business and contractual requirements. Traditional methods of property procurement often compromise this goal as terms of occupation and eventual exit conditions are not always matched to the ever-changing needs of a contact centre or BPO.

Predicting your contact centre requirements can be a risky business

Regardless of whether you run an in-house contact centre or an outsourcing business tendering for third-party contracts, trying to plan what your capacity requirements might be in 2-3 years, let alone the commitment of 5-10 years or more, typically required for a property lease or acquisition, can be a risky business.

Changes in demand, the market, the economy and shifts in labour pool demographics can all impact long-term capacity planning. At best it is an educated guess and the consequences of getting it wrong could undermine your entire business.

So, what's on offer for contact centres at the moment?

Historically, one of the reasons for this is that there are usually just two choices available:

- locate, acquire, refurbish and fit-out a new facility; or
- outsource to a third-party.

Both have their merits, but they also have their drawbacks.

Procuring a new or additional space can be a slow, time-consuming process that refocuses valuable management time away from the core business, whilst outsourcing, though far more flexible, runs the risk of diluting your brand values and reputation.

In both cases, however, the capacity planning dilemma remains – in the first case the commitment is often too long, and with the second too short.

What is Managed Office Solutions?

Managed Office Solutions (MOS) is an approach that may provide call centre managers with a viable alternative. This model allows you to use your own staff, and most importantly your own processes, at a location of your choice and within a time frame that matches your business requirements.

What are the benefits of Managed Office Solutions to the traditional bricks and mortar contact centre?

Out-of-the-box solution

MOS based centres are delivered branded in the occupier's livery, business and agent ready. They are fitted out to the exact specification of the occupier on an operational contract with no capital outlay.

All the technology required to operate is provided eliminating depreciation and obsolescence and stringent Service Level Agreements to ensure peace of mind of business continuity throughout the contract period.

Flexibility

Terms can be much more flexible than a typical lease. Some even offer a plug & play option whereby call centres seeking additional capacity can use their own people and processes by placing them into a ready-made facility from their existing property portfolio on a short term contract, and at very short notice.

Green credentials

Another advantage of this solution, often overlooked by call centre operators when sourcing new facilities, is that it enables organisations to fulfil their policy commitments to environmental issues, such as recycling, energy conservation, and employee car share & alternative transport schemes.

Also the refurbishment cycle for the working environment for call centre agents in the MOS model is much shorter. This ensures that the working environment for agents and staff is always a fresh and stimulating place to be.

The likes of BSKyB, Provident Financial and E.ON have already recognised the beauty of this approach. It has enabled them to bridge the middle ground and acquire additional capacity that is more closely aligned with their foreseeable business planning horizons. The result is that they have complete clarity on costs throughout the contract and have more agility to meet unforeseen changes.

By adopting MOS, call centre and BPO operators can enjoy the best of all worlds. It enables them to plan their capacity for the medium term, using their own staff and processes without a long-term commitment to property, and complete clarity on costs throughout.

(<https://www.callcentre.co.uk/wp-content/uploads/2016/05/Top50report-cover.jpg>)Download the Top 50 Benchmarking Report (<https://www.callcentre.co.uk/the-2016-customer-service-benchmarking-report/>)

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