

HOPESPARE – IMMEDIATE BENEFIT

Established in 1986, Hopespare Limited supply OEM hoses and connectors as well as providing servicing, repair and maintenance programmes for hydraulic and pneumatic systems. With Headquarters in Hemel Hempstead, Hopespare has 6 branches, including the UK's first Parker Hannifin 'ParkerStore', and a fleet of 'Hose Doctor' mobile workshops, supplying what customers want, when they need it.

Enhance customer experience

Hopespare identified the need to upgrade its Telecoms Infrastructure in order to simply communication devices and reduce the number of providers used. Two previous systems had failed to deliver, and in 2015 Hopespare turned to Xelion for help.

The goals was to enhance customer experience by ensuring calls were routed to Head Office once maximum capacity at branches or mobile units was reached, eliminating missed sales calls and frustrated customers.

Benefits of Xelion

Homespare embarked on a fact-finding exercise followed by a live demonstration of the Xelion Unified Communication & Telephony Solution. This demonstration gathered vital information on how and where Hopespare wanted to route calls and the number and variety of user types across the organisation which included customer facing staff and support teams who needed cordless devices for use in branch warehouses. The benefits of Xelion were outlined including features such as, time of day routing and automatic overflow of calls.

Highest level of customer service

Hoepespare swiftly gave the go ahead to install Xelion across all locations, removing all incumbent systems. Hopespare started the cutover to Xelion at its Enfield Trade Counter with the Hemel Hempstead HQ last to move to the platform. This allowed the organisation to maintain the highest levels of customer service whilst continuing to operate smoothly with minimum disruption.

Since investing in Xelion, Hopespare have built into its acquisition planning that all newly acquired companies move to Xelion as soon as they become part of the organisation. This brings immediate benefit when establishing the new ownership.