

LTP – Proven quality assessment services

The history of LTP goes back 45 years to 1927 when the company was founded by Dr. Jan Waterinklaan. Today a team of over 120 psychologists and HR professionals offer a range of assessment services which help individuals and departments become stronger and more successful in achieving their goals. With strong reputation and a proven track record, LTP supports many well-known organisations in and outside the Netherlands, including EY, KLM and Randstad.

When we started working with LTP, we sat down with marketing and sales manager Anouk Broersma and asked: what can we do to help LTP staff work smarter?

Anouk comments: “We have many professionals within the company who are constantly on the move, spending time in our four offices, on site with clients and working from home. The majority of these key staff are in constant contact with clients and candidates we are assessing which means contact availability is critical to our company.

Softphones

LTP makes extensive use of the Xelion softphone. Anouk explains: “For employees on the move, the Xelion softphone has become central to how they communicate. The softphone makes it possible to communicate anywhere with colleagues and associates. The live presence list is a quick and convenient way to see if colleagues are available and you have instant access to the company-wide address book with up-to-date contact details.” The softphone offers secure instant messaging, a practical tool which help employees to keep in touch with each other who are working across different locations and devices.

Customised customer contact

All candidates for assessment contact LTP via a central number, using the auto attendant within Xelion they can reach the individual or department there assessment has been scheduled with minimal effort. Many of the departments use call queuing and times re-directs to ensure calls are answered swiftly to ensure all calls are answered first time by a member of staff that can help. Call recording is enabled for key departments alongside real-time wall boards for reporting and KPI's.

Keep on improving

Anouk is convinced that there are still improvements to be gained: “I would like to make better use of the ability to record, replay calls and the listen-in feature. Our HR consultants can use these tools to continue to improve the services we offer both our clients and the candidates. Working with Xelion has allowed us to adapt and improve our communication which we see as a long term part of our business.”

In line with the power to be able to save and share conversations and notes with colleagues, it is fantastic that all the data is automatically stored in our CRM system. Anouk says: “The possible of integration between Xelion and AFAS Profit is fantastic, everyone will have always up-to-date and relevant information about all contacts, this makes it possible to support clients and candidates in a more tailored fashion.”