

Partners Credit Union Ltd

Financial co-operative work smarter with Evonex



CREDIT UNION

Save, Borrow, Plan for Tomorrow

BUSINESS CHALLENGE

- Partners Credit Union is based in the centre of Liverpool and is a member owned, financial co-operative supporting over 8000 members.
- When the COVID pandemic hit in 2020 it became essential for the staff, who had always been 100% office based, to work from home. This was not something their existing system was able to facilitate and the restrictions soon became clear, with the only solution to have all calls were diverted to a single number with no option to transfer to colleagues.

“ The whole journey has been fantastic. From the very first contact we felt both listened to by the consultant and confident that all our requirements were being taken into account.

Stuart Lloyd, Head of Finance

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THE SOLUTION

Working with Partners Credit Union IT teams SCG were able to easily roll out the desktop clients to all staff, via remote connections, enabling them to access the telephone system through their home broadband.

Partners Credit Union started to look for a better solution and after reviewing several systems it was unanimous, across all staff, that Evonex from SCG was just what they were looking for.

There were two considerations, not just how the system worked but also how easy it would be to install a new system and train employees, who were now all working from home.

THE BENEFITS

Staff were delighted with how easy it was to use Evonex, it quickly become second nature and offered all the benefits of their on-premise system and more. The intuitive desktop software makes it really easy to make, take and transfer calls and call recording protects the integrity of both staff and customers. At the click of the mouse, staff are able to collect voicemails, they can chat online and see which colleagues are available or on a call, improving efficiency all round.

The customer service team have access to queues and hunt group information, directly from the toolbar, with visibility of who is on DND or ready to take calls.