

VoCoVo



Customer success story:

Lambeth Borough Council



When moving to their state-of-the-art new headquarters in South London, **Lambeth Borough Council** were looking for a better way to connect their colleagues with both each other and the members of the public they serve.

Helped by VoCoVo partner **RadioComs Systems**, Lambeth Council now have a communication solution which colleagues can use seamlessly, easily and across their entire premises, including outside.

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Connecting a Council with their customers

Lambeth Borough Council serve members of the public across South London. Their brand new headquarters in Croydon houses their customer services team who, despite serving vulnerable members of the public, were often disconnected.

When **Nigel Partridge** took over as Customer Service Centre Manager, his number one goal was to make sure Lambeth had “the correct communications – not just for our customer service officers **but for the customer as well**”.

Nigel’s search for a solution was driven by the fact that “using technology to support a good customer service proposition and improve the customer service journey is key. Good communication between the customer and the customer service officer is absolutely paramount.”

VoCoVo immediately became the technology of choice, and thanks to its plug-and-play functionality the Lambeth team were using it in no time. Nigel comments that his team “wear the headsets all the time, **because they know just how good they are.**”

Lambeth Council project overview

The challenge: better connect Lambeth teams with their vulnerable customers.

Key requirements:

- Open talk group between all colleagues
- Maintain face-to-face customer contact
- Coverage across the entire premises

The solution: VoCoVo GO system.

“It has impacted upon our customer service – it has improved it enormously. The team don’t walk away from the customer, they stay with the customer without ever drawing away from building a relationship in the moment. Keeping that relationship with quite vulnerable and sometimes angry people, that is imperative for me.”

Nigel Partridge

Customer Service Centre Manager | Lambeth Borough Council



Your technology partner for empowering teams through voice

Commenting on the Lambeth Council project, **RadioComs Business Development Manager Julie Lewis** said: “when Lambeth Council approached us, they needed a communication system to keep their staff connected. They are currently investing in people, infrastructure and new networks. They had a team who were pretty disconnected in terms of staff working with the general public, in some cases quite vulnerable people.”

Having installed their VoCoVo system during the COVID-19 pandemic, Lambeth’s Nigel Partridge was complimentary of RadioComs’ service. “**RadioComs are always there when I need them.** We found during lockdown that if you try and contact someone they don’t respond, however I get an immediate response from RadioComs.”

Julie adds that “with our account management, technical training and both pre- and post-sales support, we can provide Lambeth with **a fully scalable solution according to their roadmap.**”



Kick-start your team communications today

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