

## Enabling Efficient Response to Assistance Requests at Tunstall

**Tunstall is Europe's leading supplier of unique home reassurance and emergency systems to a growing range of people, including the elderly, disabled and vulnerable.**

### Fast and efficient alerting capabilities

Currently over 1.5 million homes in the UK use Tunstall's reassurance systems, and a critical part of the company's service is the fast and efficient response it makes to service requests placed to its support call centre. However, the company faced increasing costs for distributing information required by this centre to staff using its existing reporting software, and was placing undue stress on its systems by running hundreds of reports daily.

To resolve this, Tunstall has now implemented iCapella Alerts from Ariel Corporation. The Solution is distributing custom reports and facilitating access to Tunstall's reporting software, as well as enabling reports to be run overnight so that they are ready to view the following morning, with substantially reduced demand on the company's systems.

### Monitoring maintenance requests

As the first point of contact for service requests, the Tunstall call centre now uses iCapella's innovative alerting capabilities to plan, schedule and monitor the activity and progress of maintenance tasks carried out by its team of 160 field engineers. iCapella now provides both an up-to-the-minute, accurate picture of the call centre's performance, and an all-in-one report for the service department. This report is collated from information fed in by the nationwide network of engineers via hand-held computers, and details every aspect of fault and repair work carried out, including parts used for repairs.

With a single low-cost licence fee, the solution also allows Tunstall to extract key information from its reporting software, including management and operational data used by senior management to make critical business decisions.

### Meeting Service Level Agreements

The iCapella Alert reporting capability is also

used by Tunstall to ensure service quality by monitoring accurately if Service Level Agreements are met by region, contract type, by engineer and by each sub-contractual agency. Previously, this process involved typing, printing and mailing reports manually. Using iCapella Alert's scheduling and distribution functionality, Tunstall runs automated reports detailing every aspect of a service request, from the time a call is logged to whether it meets the Service Level Agreement. The company also runs a weekly batch report that is emailed to each of its sub-contractors, highlighting outstanding tasks to be completed.

A number of service requests are also routed via Tunstall's internal technical support team to administer help over the telephone. Every technical support issue is logged into the system, enabling iCapella Alert's emergency alerting tool to send an automated email to the technical support helpdesk notifying the team of customers needing assistance.

Tunstall's IT Manager, Mike Lown, said, "With the iCapella Alert solution, we can track and monitor maintenance requests, ensuring they are met within our customers' expectations. The solution is already proving to be highly effective, helping us to ensure that we continue to excel in the provision of our services that help people enjoy a better quality of life."



*"Using the iCapella Alert solution we can now track and monitor maintenance requests, ensuring they meet our customers' expectations and that we are continuing to deliver excellent service."*

*Mike Lown, IT Manager, Tunstall*

**Tunstall**

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