Shared Services Connected Limited (SSCL) is a leader in critical business support services for the largest Government departments and agencies, the Ministry of Defence, Police and CITB across the UK.

We transform services through digital solutions and innovation, including end to end Finance and Accounting, HR and Payroll, Procurement, Pensions Administration and Resourcing Services - enhancing the customer experience, enabling smarter public services.

We employ around 3,000 people who, with their in-depth client knowledge and collaborative approach, sit at the heart of our business strategy. SSCL operates at size and scale across the UK public sector and has already delivered savings of just under £750 million - providing more funds for front line public services.

Challenge

Omnichannel service and speed-to-resolution are key in today's hyper-connected world and delivering exceptional customer service is paramount. Customers are keen to choose how they interact with our teams and solutions to get the answers they need fast, and our people want to work smarter, avoiding tedious and repetitive manual tasks.

Customers are becoming increasingly likely to engage with an organisation via multiple touchpoints, making it necessary for businesses to adapt accordingly, they want agile and efficient services which are seamless and allow for quicker response times.

SSCL identified the need to develop and implement a smart and unified solution that would gather content from all areas of the Single Operating Platform (SOP system) and present it in a smart and simplified view.
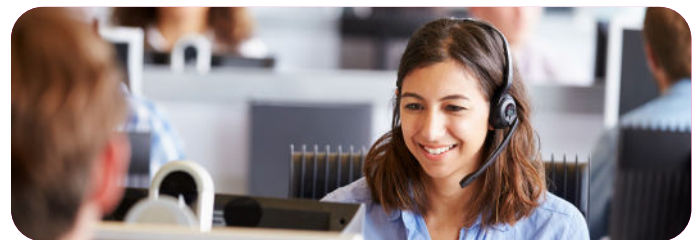
Our Solution - OmniView

OmniView is a revolutionary skin that unifies customer insights with seamless efficiency, unlocking the true potential of an omnichannel service experience.
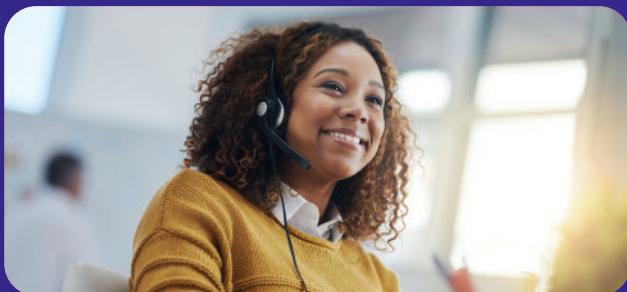
By harmonising phone calls, chat, email and other channels into a unified platform - customers feel heard, understood, and appreciated. Customer information that is seen by our people enables them to identify and implement effective solutions by streamlining the contact process – providing an enhanced and seamless customer service.

Implementation of OmniView and the creation of a unified platform enables our people to access all the relevant information about our customers and their queries in one place - reducing the time our users have to wait for query resolutions.

We Succeed Together

Results

OmniView is more than just a tool - it's a game-changer.

The success of the OmniView project can be attributed to its customer-centric approach. From the projects inception the primary focus was the end users experience, with ample time dedicated to understanding the requirements of both the project and the end user. This emphasis on user satisfaction translated into a product that provided a solution that has exceeded expectations.

Screens run at a faster, more efficient pace with the number of screens our people have to navigate during customer interaction reducing from 35 to five.

Additionally, our interactions screen now provide access to all the relevant information about our customers and their queries in one place - reducing the time our users have to wait for query resolutions and strengthening our customer relationships.

By effortlessly integrating multiple communication channels, OmniView empowers our customer contact centre advisors to excel in every customer interaction. With ease of use as its mainstay, this has transformed our advisors into champions, enabling them to resolve even the most complex queries at the first point of contact.

Advantages at a glance

Number of clicks

Reduced from

40 > 8 **or fewer**
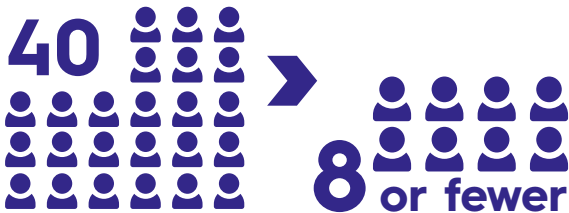
Average call processing time

70%

Quotes from Our People

"OmniView has surpassed expectations, igniting a spark of enthusiasm among our advisors, and enhancing their capabilities. By streamlining workflows and providing a comprehensive, single view of each customer, it revolutionises service delivery and optimizes resource allocation."
~ **Jason Webb**, Wood Head of CCS Operations HR - SSCL

"A collaborative approach between all teams enabled the continuous deployments, swift bug fixes and comprehensive reviews. The adoption of an Agile approach allowed the project team to maintain regular communication, fostering an environment where feedback, both positive and negative, was openly embraced. This iterative feedback loop enabled the team to incorporate valuable insights, resulting in a product that consistently met the evolving requirements of the end users."
~ **Matt Speight**, Product Owner & IT Lead

SSCL

We Succeed Together