

Case study Financial services

Banking on delivering high-quality customer experience



For more than ten years, we've partnered with a leading UK retail bank to improve customer outcomes and protect revenue through effective, empathetic collections services. Our team of more than 140 specialists provides clear, supportive financial assistance that helps people feel confident and informed when managing their repayments.

Challenges

Manage high volumes of customer conversations while keeping quality high.

Meet ambitious quality targets and exceed industry standards.

Update outdated service level agreements to better reflect customer needs.

| How we helped



45,000

calls
handled
each year



95%

quality
outcome
score



98%

quality
checks
aligned



96%

customer
outcome
score

| Our approach



Specialist training and expertise: Our advisers completed extensive training so they could offer empathetic, regulation-compliant support, especially for people in vulnerable circumstances.



Modernised service level agreements (SLAs): We reviewed and refreshed outdated SLAs. These were then adopted across all supplier partners and internal teams.



Consistent, best-in-class performance: We focused on quality across secured and unsecured work. We strengthened coaching and quality checks to improve treatment conversions and income and expenditure completions.

Our long-standing partnership demonstrates how a consistent focus on quality, compliance and empathy can transform collections performance. Together, we've created a service that supports customers when they need it most, while helping the bank protect revenue, strengthen outcomes and maintain industry-leading standards.