



MANAGED SERVICES

# Modern service solutions transforming customer experiences.

## ABOUT OUR MANAGED SERVICES

**Today's customers expect services to be high quality, efficient and accessible. However, meeting these demands while keeping costs down can be challenging.**

Sometimes it doesn't make sense for an organisation to deliver a service alone. Through our range of Managed Services we provide tailored customer service and business support functions to organisations across Australia.

Engaging us means our clients can focus on their core business, while our experts take care of the functions that support it. Through our service delivery hubs, staffed by Managed Services experts, we support our clients' customer service and

business support requirements at a cost and quality that is not achievable in-house.

We work closely with our clients to comprehensively understand their local community, their region and their specific operational needs. We then create service delivery packages in line with these needs.

## CONTACT CENTRE SUPPORT

**Modern customers expect more from the services they receive, demanding a level of value, immediacy and convenience like never before.**

We help our partners deliver cost-effective customer services that provide the timely and personalised experience that communities and stakeholders demand. We optimise service and communication channel mixes and provide a full suite of performance metrics so that we consistently meet and exceed expectations.

Our contact centre services include:

- Complete contact centre services - call centre, email, SMS and online support
- After-hours contact centre services and 24/7 support
- Back up and overflow for in-house call centres

## BUSINESS AND ADMINISTRATIVE SUPPORT

**Efficient business and administrative support is a core component of productivity and quality services.**

We deliver a broad range of administrative and business support services, tailored to meet our clients' needs and the needs of their customers. Our skilled people deliver cost-effective business support solutions, enabling our clients to manage costs and focus on their core business.

We have a wide range of business support services including:

- Administration support
- Payroll services
- Finance support
- Document processing
- IT services

## RATE ARREARS AND DEBT RECOVERY SERVICES

**We understand that organisations face pressure to reduce rates arrears and other financial liabilities. We are able to focus on the specific local needs of our clients and their customer bases to actively reduce outstanding debt.**

We offer a unique and proven debt collection model, built around engaging with customers to help them to find an affordable, flexible way of repaying outstanding balances. Our debt recovery services include:

- Arrears issues identification and debt collection strategies
- Debt recovery management processes in line with community needs (optimising organisational cash flow)
- Outstanding payment recovery
- Development of future focused payment plans to break the debt cycle

## DIGITISATION AND RECORDS MANAGEMENT

**The ability to quickly and easily access information is key to business productivity and providing quality services.**

We work with organisations to scan, manage and process documents efficiently and effectively. Our solutions are secure, reliable and are priced to meet the specific budgetary requirements of our clients.

Our digitisation and records management services include:

- Bulk document scanning charged per box
- Records management (paper and electronic)
- Secure destruction of documents

## CONTACT US

**Connect with us today to find out how we can help your organisation discover a smarter future.**

**Telephone:** (07) 3238 5678  
**Email:** enquiry@wearepropel.com.au  
**Website:** www.wearepropel.com.au

**Head office:** Level 1, 25 Evelyn Street,  
Newstead, Brisbane Qld 4006  
**Postal Address:** PO Box 209,  
Fortitude Valley Qld 4006