First Port
Property Services
Case Study

First Port Property Services Limited offers customers 24-hour access to accurate account balance information and automated payment facility using Encoded

First Port, the UK's premier property management company, is using interactive voice response (IVR) technology from Encoded to offer customers a round-the-clock automated payment option when paying service charges, ground rents and other items, such as a new key or security fob for communal entry doors. Since implementing Encoded, First Port has been able to increase its contact centre opening hours with improved utilisation of its existing resources.

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A wide variety of calls

First Port operates a busy customer contact centre that is open from 8am until 6pm Monday to Friday. More than 50 per cent of the 115 strong customer service team work in the contact centre and handle a wide variety of calls from customers reporting maintenance or repair issues and requesting parking permits, to paying for service charges or new keys.

Improving customer service with payments solution

Prior to Encoded calls for payments were handled manually and also supported by an outsourced provider. To improve customer service First Port sought an IVR solution that could automatically process customer payments and enable its contact centre team to focus on handling more complex non-payment related customer enquiries accurately and efficiently.

Matthew Cook, Head of Customer Support, Bespoke and Property Services, First Port, commented, "We handle hundreds of thousands of calls every year that demand a broad knowledge of financial and legal matters as well as general property maintenance issues. Our previous manual process needed updating and the time had come to find a more permanent and automated solution that could accommodate rising call volumes and accelerate the payment process. Encoded presented a sound proposal that promised to deliver round-the-clock efficiencies in a cost-effective package. Compared with other solutions in the marketplace, the overall approach and sophisticated IVR technology proved to be the perfect answer to our problems."

Business Benefits

First Port has noticed a series of operational and business benefits since the implementation of Encoded. Customers can make self-service payments 24 hours per day, 7 days a week and obtain accurate, up-to-date information about the balance of their account. Today, 20% of all payments are handled by Encoded's IVR automated system.

Encoded has always delivered on time and First Port is impressed by the quality of Encoded's support combined with expert knowledge and quick response times. Matthew Cook added, "We introduced the IVR solution from Encoded a number of years ago and cannot praise the system highly enough. Dramatic improvements in efficiency and call flow have boosted agent morale and tangibly enhanced the overall customer experience. What is more, Encoded is a valuable tool that has helped us streamline our business processes and maximise our existing resources at no extra cost. It's a win, win situation."

First Port has successfully built a sound technology framework using Encoded. Next on the horizon is examining the potential of Encoded's customer survey service to strengthen its existing feedback process.

About First Port Property Services

Owned by Knight Square, FirstPort is the UK's premier property management company. With 30 years experience and a team of 3,000 professionals, the company works hard to deliver the highest standards of customer care for all types of property: from residential and luxury to retirement and rentals.

For more information, please visit:
www.firstport.co.uk

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ENCODED
secure automated payments

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ISO 9001 REGISTERED
QMS

CYBER ESSENTIALS

GDPR
The General Data Protection Regulation

PCI Compliant
Level 1 PCI-DSS Service Provider

About Encoded

Encoded is a leading Payment Service Provider and pioneer of new and innovative secure payment solutions for contact centres. Encoded offers a range of card payment solutions designed to help organisations comply with PCI DSS, GDPR and the newly introduced Payment Services Directive (PSD2).

Encoded's solutions are trusted by many of the world's leading brands including, Samsung, Mercedes-Benz, BMW, Müller and Virgin, as well as a host of UK utility companies such as Green Star Energy, Severn Trent Water and Anglian Water.

Omni-channel solutions include:
- Agent Assisted Card Payments
- E-Commerce payments
- IVR Payments
- Mobile Apps
- PayByLink Mobile Payments
- Virtual Terminal Payments

For more information please visit
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