

INTRODUCING

YOUR CUSTOMER EXPERIENCE OUTSOURCING PARTNER

In today's fast-paced business landscape, exceptional customer service is more than a necessity — it's a differentiator.

As a UK-based regulated company, we understand the importance of maintaining customer satisfaction, operational efficiency, and compliance with stringent standards. Our contact centre Business Process Outsourcing (BPO) services, delivered from our Durban hub, offer a seamless extension to your business operations, combining cost-effectiveness with world-class quality.

"COST SAVING OF £480K/YEAR"

'We started with 15 case managers dealing with customers in arrears, when comparing Quality, Compliance and Performance the Perch Connect team performed in line with our UK operation. We calculated a cost saving of £480k / year. We have now grown the team to over 90 who deal with the full customer lifecycle, interacting on the phone and responding to digital interactions.'

— COO, UK Financial Services (>1 million customers)



CUSTOMER-CENTRIC APPROACH

Perch Group (and its subsidiaries) manage the collection and recovery of over 1.5 million regulated and unregulated consumer accounts. With approximately 100 seats already in Perch Connect, we operate within robust governance structures aligned with consumer duty, ensuring fair, transparent, and customer-focused debt solutions.



SCALABILITY & FLEXIBILITY

Perch Connect is a joint venture with Procera, a leading outsourced business with 3,000+ employees in Durban, South Africa. This partnership enables seamless scalability, allowing Perch Connect to scale up or down in response to Credit Spring's evolving needs, ensuring agility in line with lending appetite and customer demand.



HIGHLY SKILLED WORKFORCE

Our Connect team is specifically trained to handle regulated debt collection conversations with UK customers, ensuring compliance, efficiency, and positive customer engagement.



COST EFFICIENCY

Our experienced teams can manage complex customer interactions at less than half the cost of an equivalent in-house operation, providing significant cost savings without compromising quality.

SERVICES

A comprehensive range of services and solutions:



Debt Collection
Services



Software
Development
& IT



Account
Receivable
Management



Customer
Tracing



Data & Analysis
Services



Contact Centre
Platform



Customer
Acquisition &
Retention



Customised
B2B Digital
Solutions

‘PROTECTING YOUR CUSTOMER’ OUR GOVERNANCE MODEL

The governance model proactively identifies issues and establishes a continuous improvement cycle. We continuously enhance customer experience by placing greater emphasis on flow, empathy, and call efficiency. This approach leads to more effective and efficient call outcomes, ultimately improving the customer experience and promoting positive customer outcomes.

1ST LINE SOUTH AFRICA

- Daily customer interaction checks by operational managers, dedicated QA, and team leaders.
- Full customer journey reviews, system audits, and call monitoring.
- Coaching and refresher training provided as needed based on findings.

1ST LINE UK

- Daily customer interaction checks by operational managers, dedicated QA, and team leaders.
- Full customer journey reviews, system audits, and call monitoring
- Coaching and refresher training provided as needed based on findings.
- Dedicated compliance FTE managing the SA QA process across all clients to ensure good customer outcomes.
- Dedicated L&D supporting ongoing coaching and training. Appointed a new MD based in the UK responsible for Perch SA.

2ND AND 3RD LINE SOUTH AFRICA

- SA partners compliance team conducting second line checks; thematic audits, call listening and customer journey reviews.
- Annual audit of functions and 3rd line audit support for Perch Group.

2ND AND 3RD LINE PERCH GROUP

- Perch Group will continue to complete second- and third-line QA, thematic and standard audit activities as per the standard three lines of defence model over outsource providers.



WHY CHOOSE OUR DURBAN-BASED BPO SERVICES?

Strategic Location and Skilled Workforce:

Durban is a thriving hub for outsourcing services, offering a diverse talent pool of highly skilled professionals. Our team in Durban has undergone rigorous training to ensure they deliver exceptional service while maintaining cultural alignment with your UK-based clientele.

Cost-Effective Solutions Without Compromising Quality:

By leveraging our Durban operations, your business can achieve significant cost savings without sacrificing the quality your customers expect. Our operational model is designed to maximize efficiency while adhering to your performance metrics and service-level agreements (SLAs).

Regulatory Compliance:

As a UK-regulated company, we prioritize compliance with FCA - Consumer Duty, GDPR, ISO, and other relevant standards. Our processes are designed to meet and exceed regulatory requirements, ensuring your data remains secure and your brand reputation intact.

State-of-the-Art Technology:

Our contact centres in Durban are equipped with the latest technology, enabling omnichannel communication, speech analytics, real-time reporting, and AI-driven analytics. These tools empower us to enhance customer engagement and deliver actionable insights to improve your business outcomes.

Scalability and Flexibility:

Whether you're looking to handle seasonal call spikes or expand your operations, our services are fully scalable to meet your evolving needs. Our flexible approach ensures we adapt quickly to market demands and your unique requirements.

