



Solutions for improving service levels and reducing waiting times

Public Sector

People Counting • Self Service Machines • eQ™ Virtual Queue Management Solutions
eQ™ Single Line Queuing • TensabARRIER® • Digital Signage

Tensator Leading the Customer Journey

Understanding the pressure for improved service levels, meeting Government targets as well as continuously saving costs, and removing customer frustrations; Tensator delivers a diverse range of revenue and margin enhancements, labour savings and customer experience solutions.

The customer journey often begins from the customer's home, car, work or anywhere that they are on the go. It can be planned well in advance or spontaneous. It is the experience of this 'journey' in its entirety, from intent through arrival and appointment or transaction completion to departure, which keeps the customer engaged and perpetuates loyalty as well as customer satisfaction.

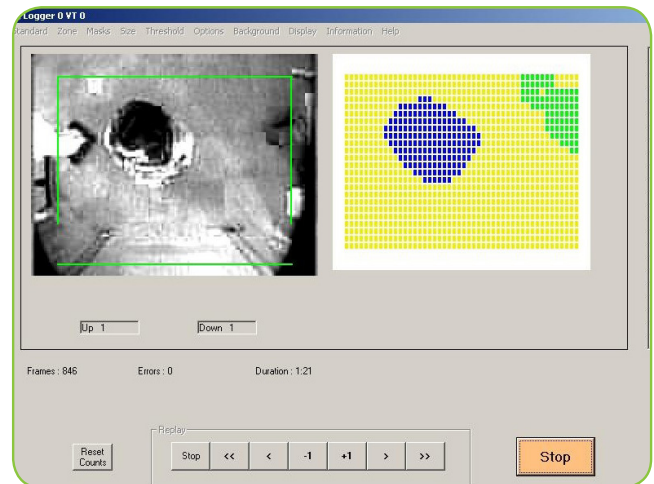
Tensator's customer journey solutions for the public sector are proven to:

- Minimise waiting times and speed customer throughput by 25%
- Improve front line services
- Manage footfall and service demand in real time
- Increase efficiency and productivity
- Help deliver higher standards for customer care

Make informed decisions relating to resource allocation and hotspots within one-stop-shops

Tensator's people counting solutions enables organisations to monitor footfall, measure queue lengths and wait times, and reallocate resources according to demand. Thermal counting camera technology records the number of visitors passing through a particular point within a store at any given time.

- Use real data to make informed decisions about operating hours, resource allocation and layouts of one-stop-shops
- Measure queue lengths and analyse waiting times
- Make service quality improvements
- Plan for peaks in footfall and forecast trends



Improve operational efficiencies by empowering customers to perform simple transactions

Tasks and transactions such as paying bills and fines, printing timetables, invoices and official documents can be carried out directly by the customer – delivering improved service levels, increased customer satisfaction and operational efficiencies.

- Improve service levels
- Reduce waiting times by freeing up service desks
- Assist with language barriers
- Improve transaction processing time



Provide a clear queuing environment and speed queue flow

Manage demand in real time for pre-booked appointments and non-scheduled drop-ins

Virtual queuing solutions are proven to deliver benefits to public sector organisations from the date of installation. With the ability to control queues in real-time, reallocate resources in an instant, manage pre-booked appointments and view advance reporting tools, improvements in customer and staff satisfaction can be easily achieved.

- Improve efficiencies and save costs
- Resolve queries at the first point of contact, reducing time taken to deal with an enquiry
- Manage multi-agencies onsite behind the scenes, to meet customers' needs
- Match resources to demand to deliver higher standards for customer care



Increase customer flow by up to 25%

Tensator's electronic call forward systems for single line queues, serve customers in the order they arrive, increasing efficiencies and helping to manage the distribution of waiting customers to available service positions. Tensator offers split screen functionality call forward systems, which combine call forwarding and media to enable different service departments to communicate product or service information to waiting customers.

- Improve staff utilisation by improving queue flow
- Improve service times by 30%
- Save money by reducing operational costs
- Improve operational efficiencies by targeting resources to specific periods



Reduce customer uncertainty and provide directional guidance

In instances where you simply need to provide a visible order to the waiting line and help reduce customer uncertainty as to where to queue, Tensabarrier® retractable webbing posts are ideal.

- Increase queue flow with organised queues
- Optimise available space
- Transform queuing space and enable customers to complete any necessary paperwork in the queue, using Tensabarrier® writing tops to maximise their queuing experience



Communicate effectively with customers

Eliminate frustration and confusion upon arrival and improve customer flow and way-finding to ensure you provide a more relaxed, and informative customer service experience.

Tensator's Virtual Assistant is an eye-catching and friendly tool that can easily be used to meet and greet visitors, guide customers to relevant service desks, promote additional services offered and provide details of service improvements. While digital signage in the form of Corporate TV, can be incorporated into Tensator's electronic queuing solutions or used as a unique advertising platform, to enhance the customer experience.



- Eliminate frustration and confusion
- Improve way-finding
- Improve service levels
- Add value, and highlight important messages and advertise additional services offered

Testimonials

Here's what our clients say

"We are delighted with how the team at Tensator worked with us to improve the customer experience. The implementation of an appointment system has meant that we can offer customers a guaranteed appointment time whilst making the best use of our resources. The flexibility within the system means we are able to tailor how the system works to best support the needs of each service delivered within the customer area of the Council House."



Bernard Fenton, Head of Customer Management, Derby City Council

"Through our ongoing commitment to customer service and the development of our contact centre, which acts as a one-stop-shop to accessing the full range of council services, we wanted an intelligent system, which managed footfall at peak times as well as provided data for us to constantly improve our service."

"We can access the information remotely so are able to monitor peaks and troughs and take action accordingly. Also, the ticketing system has been built to operate with standard ticket rolls, allowing us to keep operating costs to a minimum."



Julie Smee, Contact Centre Project Manager, Hastings Council

+44 (0) 1908 684600 info@tensator.com www.tensator.com

LONDON

NEW YORK

DUBAI

PARIS

FRANKFURT

MADRID

LISBON

WROCLAW

+44 1908 684600

+1 631 666 0300

+971 4 2997228

+33 1 43 08 85 00

+49 69 3003 890-0

+34 914 904 148

+351 211 991 510

+48 71 359 3800

www.tensator.com

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