



## Link:Q Retail Case Study

### Our Client

Our Client is one of Australia's largest retailers with stores spanning across most states of the country.

### Our Clients Requirements

With over 60 department stores Australia wide, this retail giant relies on Link:Q to manage their entire Facility Management requirements 24 hours, 7 days a week.

By utilising our in-house built application, we are able to associate Facility Management issues with the appropriate priority and assign these requirements to an extensive database of service providers who could attend to each issue promptly.

Through such an intelligent solution provided by Link:Q, our client is able to focus on their fundamental trade requirements to ensure their business operates effectively from a customer service perspective, while we focus on ensuring their physical operation issues are attended to immediately with minimal impact to their business.

### Link:Q Solution

Link:Q are able to customise their products and solutions to accommodate their client's Facility Management Requirements. The solution has the capability to identify the priority of the Job reported by each retail store and assign them to an extensive database of trade and service providers. This is strongly supported by a team of highly skilled contact centre Staff who are navigated by applications with information and answers to frequently asked questions.

Additionally, the solution also provides a highly intelligent "Escalation Process" that ensures a Trades & Service Provider would correctly be identified and allocated to a specific problem within the store. This simply means that, our Facility Management System would work through an Escalation Roster until a Trades & Service Provider is identified and that they have accepted to attend the job at the required store.

All communication to our client, the stores and all trades and service providers utilises state of the art technology to despatch messages and communication via Link:Q's network via pager, mobile, email and call centre staff.

Overall, Link:Q are able to provide a simple process for thousands of Retail Staff across 60 store locations to log any related problems, disruption to trade or simply a request for minor store renovations.

The same 4 digit telephone extension number has been provided to all department stores that once called, is automatically diverted to one of five Link:Q Contact centres, 24 hours a day, 7 days a week.

### Outcome

With Link:Q's Facility Management Service, Our client receives the following benefits:

1. Increasing their employees productivity by allowing them to focus on "Customer Service and Sales Productivity", rather than Facility Management Issues.
2. Provides immediate response and rectification to "Hazardous Issues / Safer Working Conditions" for their employees and customers safety.
3. Improved Operational Cost Efficiency