

CAPITA | Customer solutions



Iarnród Éireann case study

Iarnród Éireann Irish Rail operates the national railway network of Ireland, encompassing all internal InterCity, Commuter, DART and freight railway services in the Republic of Ireland, and also the Enterprise service between Dublin and Belfast. In 2015, Iarnród Éireann carried 40 million passengers.

Capita Customer Solutions has provided Iarnród Éireann's customer service operation since September 2014. Located in our Clonakilty offices, the Iarnród Éireann team is responsible for the provision of domestic and commercial call and email handling services at both national (26 counties) and international (UK and European) levels. The contacts we receive relate to a wide variety of topics including, among others, query handling, group and individual bookings, disability bookings, ticket cancellation & amendment, complaint handling and revenue protection. We provide our services in English and as Gaelige and we collect payments on behalf of Iarnród Éireann in a fully secure PCI DSS compliant environment.

In 2015 we handled approximately 160,000 calls from Iarnród Éireann customers. The nature of the travel industry means that those volumes are subject to seasonality and external events. We therefore designed our contact centre to be able to react in accordance with those fluctuations. Every year we experience increases in contact volumes caused by major events with queries from concert goers, supporters at All-Ireland Finals and attendees at the National Ploughing Championship to name just a few. Every year our flexible and highly skilled workforce continues to answer and handle calls in line with the standards expected of us by Iarnród Éireann and the service levels set out by the National Transport Authority.

Our partnership with Iarnród Éireann is an excellent example of how an outsourcing arrangement can help improve the customer experience. Evidence of its success is our shortlisting in the Irish Customer Contact & Shared Services Awards 2015 - Outsource Partnership of the Year. The award submission was wholly supported by our client who attested:

"Iarnród Éireann has formed a very strong relationship with our outsourcing partner, SouthWestern, Capita to deliver consistently better experiences for our Customers.....I would strongly recommend the outsourcing partnership model"

Ronan Murphy, Customer Relationship Manager at Iarnród Éireann

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