



Call+

Our 24/7 service centre is a sponsored support service, we answer calls and raise works orders on our own or clients portals, we operate as an extension to other businesses as well as ourselves.

Our Background

Since 1985, TBR has been developing services, building partnerships, and establishing a reputation for providing a quality Call+ service that enables our clients to concentrate on their core business.

How Our Operation Works

We have a Service Centre that is manned 24hrs a day 365 days a year and we provide dedicated telephone numbers or specific electronic addresses so that inbound communications can be targeted directly to the correct Service Agent/Team.



**Ready to discuss your next project
call 08457 611 300
or email info@tbr247.com**

www.tbr247.com





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Following an inbound communication for service, we follow our client agreed response. The procedure is likely to detail priorities and when to contact Engineers, client Subcontractors or responsible nominees against duty rotas. These rotas can be detailed to cover multiple trades and cross regions.

On receipt of an automated Plant Alarm, we are often able to mobilise an Engineer before the client becomes aware there is a problem.

In some cases, our trained Service Agents can log in to building control systems and alter parameters as necessary to offer a complete service to our clients. Event reports are circulated to an email or group email address as agreed.

National Coverage

From our Service Centre we deliver service nationally, covering all business sectors.

Our Approach

We build trust by consistently doing what is promised.

We maintain client confidentiality

We answer all our calls in the Client's name

Our processes are transparent, all calls are recorded for training and quality purposes

Our Service Agent's focus is to resolve the problem in hand

Should we be unable to resolve a matter at any stage we escalate it till it is concluded

We capture all activity and report on our own bespoke software

We work with many different types of client software, and we can update the client's software directly if needed

Underpinning Our Quality

We fully understand our role and how it fits within our clients' obligations to their customers

We have a very low staff turnover, and our service agents are well trained and up to date with all processes

We help our clients develop and maintain effective quality procedures

We can modify call out rotas quickly to accommodate our clients' changing needs

All activities are captured within a comprehensive event report

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