

**VALUABLE  
TRUSTED  
RELIABLE**  
24/7



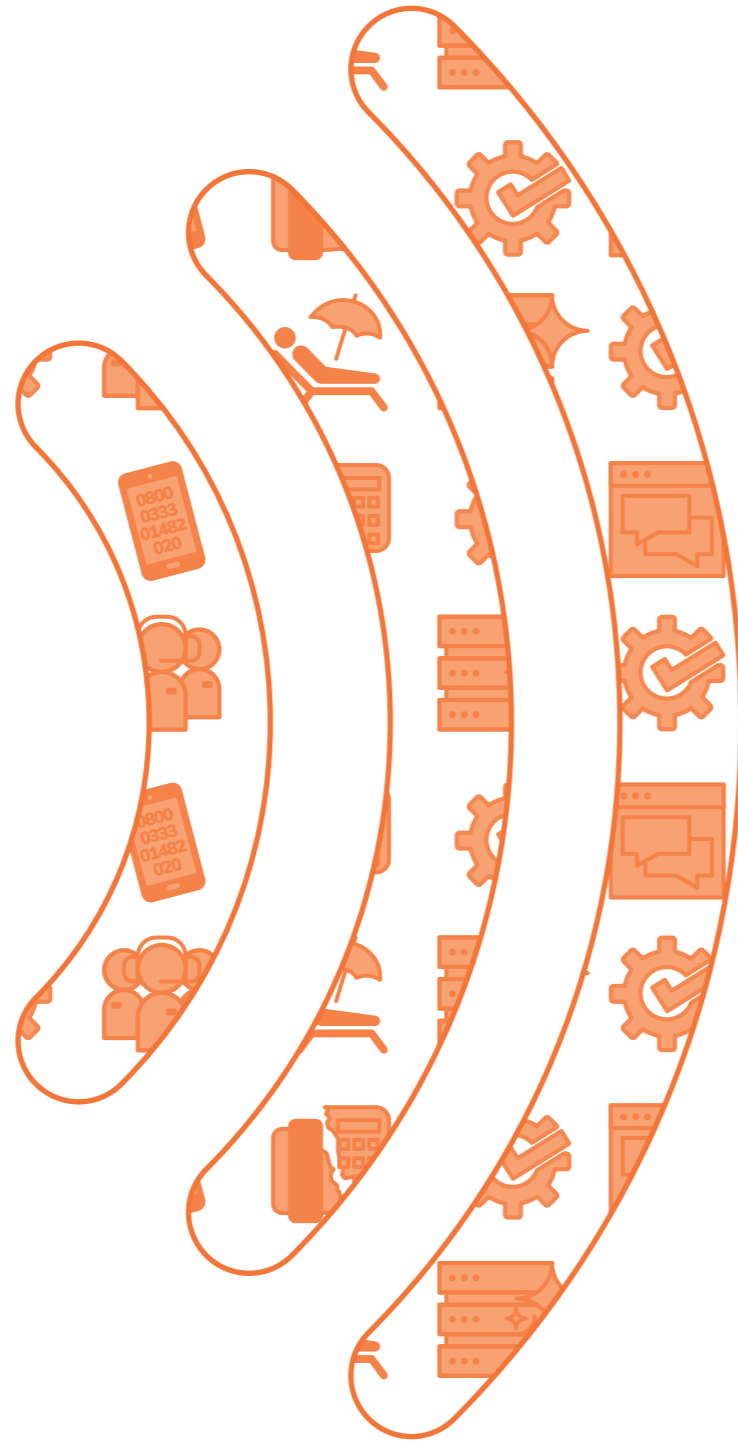
**Professional, trusted 24/7 call answering, virtual reception and website live chat management services for small and medium sized businesses.**

**Provided by a specialist UK team with excellent customer-focussed skills.**

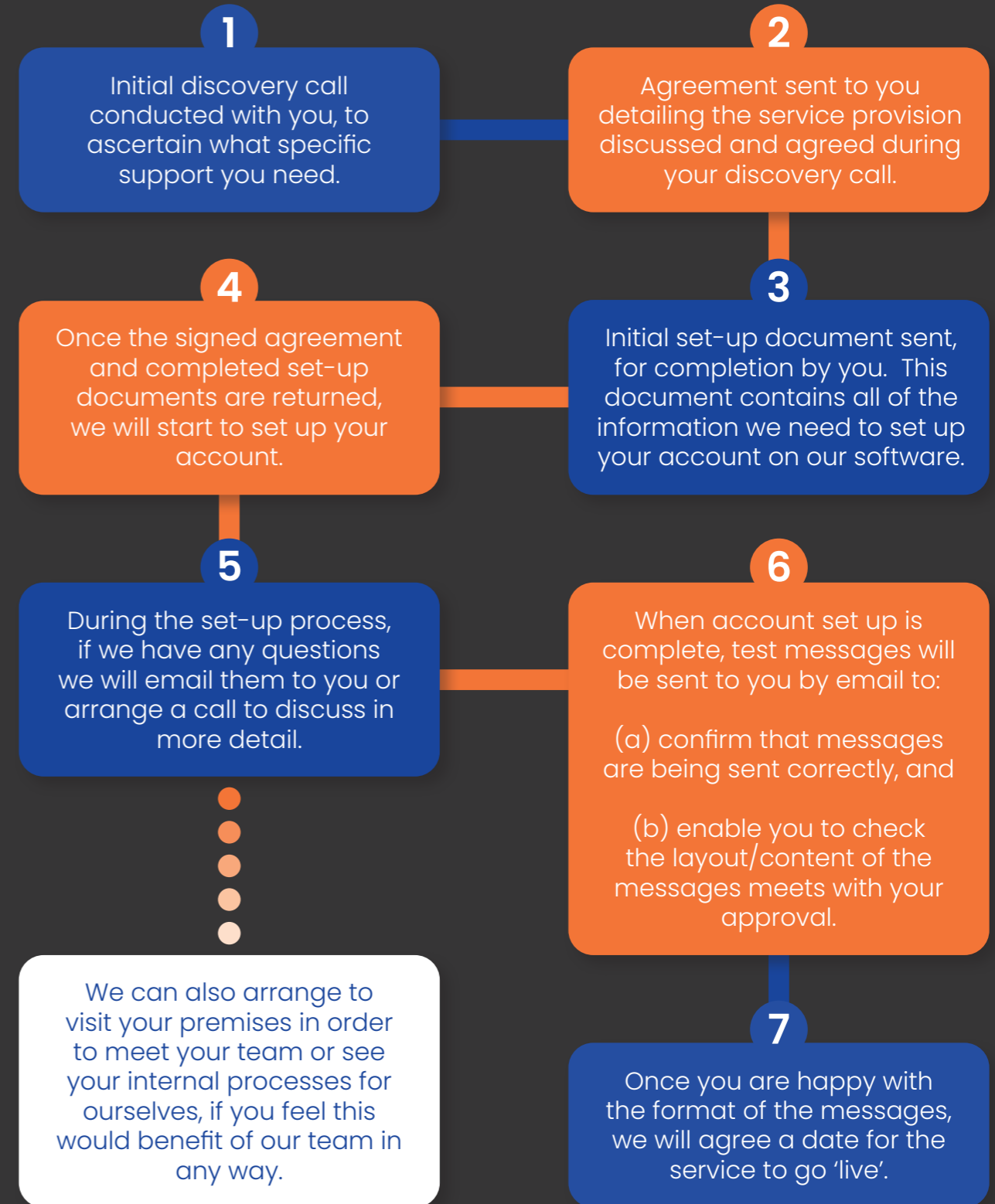
Based in Hull, East Yorkshire, our team are available 24 hours a day, 365 days a year.

We can provide whatever level of service you need for your business, whether that is a full call management and virtual reception service, telephone answering during normal office hours, as overflow for occasions when your own team are busy or just to cover holidays/sickness.

We support businesses of all sizes with a customisable and dedicated service, allowing you to free up time so you can focus on delivering your services, growing your business or enjoying your all-important family time.



# The onboarding process



Our annual client retention:

98%

## WHO...

We are a family-owned business with a select team of dedicated call handlers.

Your calls and customers are treated with the utmost care and we effectively become an extension of your team.

Our friendly team quickly build a rapport with your customers, ensuring a great first impression of your business. As a client, we will not only get to know your business but also the people behind your business. We will speak to you regularly to help us both improve our service to you and understand how we can support your growth.

## WHAT...

We work with small and medium-sized businesses in all industries, including facilities management/maintenance, security, wellbeing service providers, hospitality, trades, online retailers, professional services, IT companies, estate agents and financial services.

We become an **extension** of your team





Our core service is the delivery of a 24/7 counselling helpline service, and our out call centre is at the front line taking calls from a wide variety of callers, some of who are distressed and anxious. TCAC has been an outstanding partner and has met all of our requirements, and exceeded them. As an owner-managed family business, TCAC are passionate about quality and detail.

I am confident we always get 100% service from their team.

The service they provide is extremely reliable and Sam or Emilie are always available to speak to us if ever there is an urgent issue, e.g. a customer needs us to provide an emergency support service to their employees.

**Steven Stanbury**, Managing Director of Wellbeing Solutions

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After an extensive search a few trials with other companies we soon realised that what TCAC offered was a very personal service professional service whilst still maintaining that family business ethos which suited Envirotec Limited down to the ground.

The triage process following the initial call answering has assured less time wasted by our employees answering calls not meant for them. Passing the call to the correct person within the business is key for us and also beneficial to the caller. In addition capturing the caller's information has been an invaluable assistance in continuing the growth of Envirotec Limited and ensuring that no opportunity is missed.

**Rudy Krook**, Head of Commercial, Envirotec

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We as a company would be more than happy to recommend 'The Call Answering Company' to any business requiring remote reception, or out of hours call services. We have been using the service since September 2021 and we would now be lost without them! The service is always very efficient and reliable with well-trained knowledgeable and polite staff.

The company has now integrated our online booking systems and can deal with customer bookings and queries directly.

**Philip Brignell**, Green Ginger Apartment Hotel, Hull



They already had a good reputation locally and we knew of them through local networking. After having a call with Sam, the process was easily explained and we were able to get across what we needed. Outsourcing this service made financial sense and was one less thing we needed to manage in-house.

We've picked up more business because the calls are being answered. We found that if a potential new client didn't get to speak to someone, they may call a competitor or look elsewhere. We know we can trust them when we're away, in meetings or just busy with our day to day work to make sure the first contact someone has with our business is a positive one!

**Nic Johnson**, Director of It'seeze Websites

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The Call Answering Company support Kiwi Facilities Maintenance with critical out of hours support ensuring our inbound calls are answered and fielded to the correct engineers for immediate response. They form a major part in our aim to deliver excellent customer service day or night.

**Dan Jowett**, Managing Director of KIWI Facilities Maintenance

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Led by Sam and Emilie, all the team members have been trained well and have really taken the trouble to understand the nature of my business do so much more than just answer the calls. They book appointments efficiently, manage sensitive information appropriately and know when to arrange for me to ring someone back. They allow me to run my business flexibly without having to rely on a permanent receptionist.

A call answering service is more cost-efficient than employing a permanent receptionist, so this saves my money. In addition, more of my calls are answered, meaning that my business has improved and I can be confident that my clients are being given sensible information and advice. This leaves me to focus on the day-to-day running of my business.

**Dr Victoria Heath**, Director of Beard Mill Clinic





## COST COMPARISON

**NOTE:** This cost comparison is based on client who supplies and fits air conditioning and air flow technology to businesses and consumers, for whom we provide a full Virtual Reception Service. We act as their main receptionist and answer all of their inbound calls, taking details of the product/service they are

enquiring about, transferring the call to the relevant department where possible or relaying details to the appropriate contact.

**The service shown in this cost comparison is provided Monday - Friday between 8.30am and 6pm**

<b>Employee(s)</b> Monday-Friday 08:30-18:00		<b>Outsourced Virtual Reception Service</b> Monday-Friday 08:30-18:00 from 16:30 Friday to 07:30 Monday (incl.)	
<b>Average UK Annual Salary</b>	<b>£22,000</b>	<b>Average Annual Cost</b>	<b>£4,804</b>
<b>Overheads to factor in:-</b> <ul style="list-style-type: none"> <li>• Holiday pay</li> <li>• Maternity/paternity pay</li> <li>• Overtime</li> <li>• Employer's NIC &amp; pension contribution</li> <li>• Cover for holidays, sickness, maternity and paternity leave</li> <li>• Wasted/unproductive time (incl. breaks, socialising, sickness, etc.)</li> <li>• Office space/rent/utilities</li> <li>• Equipment, furniture &amp; maintenance</li> <li>• Software licences</li> <li>• Supplies</li> <li>• Training</li> </ul>		<b>Overheads to factor in:-</b> None!	
<b>Benefits</b> <ul style="list-style-type: none"> <li>• In-house staff</li> <li>• Easier to supervise</li> <li>• Other tasks can be undertaken</li> <li>• Only working in your business</li> </ul>		<b>Benefits</b> <ul style="list-style-type: none"> <li>• No salary uplift for unsocial hours</li> <li>• Access to a whole team Experienced call handlers</li> <li>• No downtime (leave/breaks)</li> <li>• No employer responsibility</li> <li>• Fully trained on your business</li> <li>• Calls answered in business name</li> </ul> <p>For a fraction of the cost of in-house employees, you will have access to a team of experienced, friendly and professional call handlers, who will answer your calls as if they were part of your business.</p>	
<b>Average Weekdays per year</b>		<b>261</b>	<b>Average Weekdays per Year</b>
<b>Average Productive Days per year</b>		<b>156</b>	<b>Average Productive Days per year</b>
<b>ANNUAL COST for 1 FTE Assuming 40 hours per week</b>		<b>£42,788</b>	<b>TOTAL ANNUAL COST (incl. VAT)</b>
			<b>£4,804</b>

# OUR SERVICES



## PERSONAL & BESPOKE

Our bespoke service ensures that your new and existing customers speak to a friendly voice and not a voicemail.

You will never miss a customer call again.

We take the time to understand your business so we can

recommend the best solution for you. You choose when you want our expert call handlers to take care of your calls and what information is gathered during the call. All calls are answered as your business, meaning customers have a consistent and professional experience.



## LIVE CHAT

Are you aware that 41% of customers prefer live chat? Live chat on a website can help convert enquiries to sales.

Our live chat management service provides you with the security of knowing your customers' enquiries are answered promptly and professionally.



## VIRTUAL NUMBERS

Do you have a mobile phone number as the main contact on your website/sales literature? Having a business number rather than a mobile number builds credibility and trust. However, landlines can be expensive and inconvenient. Virtual numbers can provide you with a cost-effective solution.



## CALL ANSWERING

Whether you are busy with other tasks or in a meeting, you need never miss another call with our Telephone Answering and Virtual Reception Services, available up to 24/7.

Our professional and dedicated service is designed to meet your specific needs.



## HOLIDAY COVER

Are you taking much-needed downtime? Do you want to spend quality, uninterrupted time with your family?

Look no further.

Our flexible holiday cover ensures you can take a break secure in the knowledge that your calls will be answered by us.



## DATA CLEANSING

Is the information in your database up to date and relevant? Are you utilising your database to its full potential?

If you answer "no" to either of these questions, your database needs attention! Our Database Cleansing will help you to ensure you're reaching the right people AND complying with GDPR.



## DISASTER RECOVERY

Do you have a plan in place to support and protect your business in the event of an unexpected emergency or failure of communications? Every business, no matter how large or small, should have a plan in place. Our disaster planning service can help ensure business continuity in a multitude of circumstances. Peace of mind for minimal cost!

## VIRTUAL RECEPTION SERVICE

**A big concern for business owners is missing an important call whilst in a meeting, on holiday or outside of office hours.**

Our 24-hour Virtual Reception Service ensures this never happens. We help businesses like yours with a professional

and dedicated service, customised to your precise needs. This allows you to free up time so that you can focus on delivering your services.

We are not an impersonal call centre; we are here to help you grow your business.



Our services include:-

- Available up to 24/7
- Calls answered in your name
- Name, number, email and a message taken
- Bespoke information can be collected from callers
- FAQs can be answered
- Instant email and one SMS notification for each inbound call
- End of day / week / month reporting
- Dedicated director-level account manager
- Access to call recordings (up to 30 days rolling)
- Ongoing team training
  
- Access to team email for:-
  - Temporary updates
  - Short notice updates
- Bolt-Ons can be added as required:-
  - Call transfers
  - Diary management
  - CRM management
  - Accessing your own portal to add information
  - Order processing
  - Fault ticket logging



## Benefits

A 24/7 service gives you the flexibility to scale up your business and provide your customers with a human being to speak to, 24-hours a day 7 days a week, making them feel valued and important. In today's busy world, people need to take time away from their jobs to maintain a positive work-life balance and our support has helped many business owners and their employees achieve just this.

# OUR DIRECTORS



SAM **WASLIN**

I deal with our IT and software systems and also help Emilie to look after all of our clients.

I am married to Andy, mum to Emilie and Katie, proud nanna to Leo and adopted mum to Bella, our black Labrador and Puddles our black and white cat.

**Favourite pastime:**

Reading supernatural and fantasy novels on her Kindle

**Favourite food:**

Anything unhealthy!

**Favourite holiday:**

Cruising or anywhere hot, especially Florida, although, I love Scotland in the Winter



EMILIE **WASLIN**

It is my responsibility manage the staff and look after our existing clients as well as going out and meeting new ones. You will also find me in the office making sure the day-to-day operations of the business are running smoothly.

When I am not working, I am with my little boy, Leo. We are always out and about, either shopping or anywhere outdoors, walking about and playing around.

**Favourite pastime:**

Netflix

**Favourite food:**

Pasta, pasta and pasta

**Favourite holiday:**

Exploring, sightseeing and shopping



ANDY **WASLIN**

I make sure that our business finances remain on track and am the go-to person for anything maintenance or safety related, ensuring that all of our team are safe in the office environment.

I'm married to Sam, dad to Emilie and Katie and granddad to Leo. I also have two gorgeous pets, Bella and Puddles, who always seem to know when it is breakfast, dinner and 'walkies' time – Puddles the cat loves to go 'walkies' too!

**Favourite pastime**

Keeping up to date with sports and current news events

**Favourite food:**

Chips and chocolate (but not together)

**Favourite holiday:**

Anything involving shopping, particularly for sunglasses!





Our call answering service means you can focus on your business or enjoy your family time, safe in the knowledge that every call to your business will be answered.

Our professional team of call handlers operate 24/7, 365 days a year.

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**0333 800 7365**

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[www.thecallansweringcompany.co.uk](http://www.thecallansweringcompany.co.uk)

