



Javelin Group... identified savings of £2.5m and the quality of their work was first class.

Phil Maudsley, Managing Director, Express Gifts



**javelin group**

EXPERTS IN RETAIL & ECOMMERCE

## RETAIL CONTACT CENTRES

### We help our clients to sell more at lower cost through their contact centres

Javelin Group has advised many of the UK's leading retailers on their contact centre operations and technology, including Carphone Warehouse, Tesco, Sainsbury's, B&Q, and Mothercare. We have a detailed insight into what makes a good contact centre, together with a strong understanding of the economics, business processes, and success factors of retailing.

We work with our clients to

- Improve customer service/quality of interactions
- Increase productivity and capacity
- Sell more at higher margin
- Develop customer friendly self-service
- Select, design and implement technologies
- Decide between in-house and outsource



### Clients

"Javelin Group reviewed our contact centre growth and capacity, and carried out a detailed study to identify 'customer self service' benefits, together with the technology solutions to implement these. The team delivered high quality work and we've been consistently pleased."

Anthony Moore,

Operations Development Director,

Tesco.com.

"Javelin Group's contact centre expertise enabled us to rapidly address performance issues in the call centre in a focussed, directed manner. They identified savings of £2.5m and the quality of their work was first class."

Phil Maudsley, Managing Director, Express Gifts.

"Javelin Group delivered a thorough and detailed review of our contact centre, with quantified benefits, and a good road map for the implementation of the work. The individuals involved brought great knowledge to the team and I'm pleased with the end result."

Gavin Shetly, Business Systems Manager, Sainsbury's.



Mark Johnson, Consulting Manager  
Retail Operations

[mark.johnson@javelingroup.com](mailto:mark.johnson@javelingroup.com)

Mark leads our contact centre practice. He has 10 years of experience in direct-to-consumer contact centre and fulfilment, with clients including Express Gifts, B&Q, Tesco, Sainsbury's, Mothercare, Signet and Carphone Warehouse. Prior to Javelin Group, Mark worked for a third party fulfilment provider and set up contact centre processes for B&Q and British Airways.

Javelin Group Ltd

1 New Fetter Lane

London EC4A 1AN

+44 (0)20 7961 3200

[www.javelingroup.com](http://www.javelingroup.com)

[mark.johnson@javelingroup.com](mailto:mark.johnson@javelingroup.com)