



## **New procurement service helps WorldRemit deliver its customer management vision**

*PeopleTECH's ESP service targets high-growth firms looking for the right customer experience technology but lacking the procurement resource to find it*

London, UK – 26 March, 2015 – Customer management consultancy [PeopleTECH](#) has launched a new technology procurement service, aimed at helping high-growth companies deliver their customer management vision.

The new service - Evaluate, Select, Procure (ESP) has already been used by online money transfer firm [WorldRemit](#), which deployed ESP to ensure its customer management technology continued to improve and evolve as the company grew. ESP procured technology for WorldRemit that included New Voice Media's ContactWord, Salesforce's Service Cloud and Bloomfire's knowledge sharing software.

"WorldRemit has seen extraordinary growth over the past year or so and our success is based on delivering a first-class customer experience at all times," said Ismail Ahmed, CEO, WorldRemit. "Knowing exactly which tools and technologies are most suited to our needs is crucial to that success. PeopleTECH's ESP helped us get the right systems in place, ensuring the customer experience stays constant as we grow the business."

ESP involves a team of PeopleTECH's experienced consultants undertaking an initial evaluation of their customer's overall business strategy and customer management requirements, during a consultation with senior stakeholders within that organisation. Each ESP project is then tailored to address that customer's specific concerns, matching the right vendor and the right technology to improve the customer experience.

Once those needs have been identified and agreed, the ESP team will recommend two potential vendors for each particular technology requirements, ranging from CRM to ERP, and HR software to a telephony platform. After a thorough evaluation process, the vendor will be selected. The ESP team will then manage all further elements of the procurement process, including negotiation with preferred vendor to meet the specific customer requirements and negotiation of vendor Statement of Work (SOW).

"Mid-sized and high-growth firms rarely have a bespoke procurement team and aren't usually set up to manage the procurement process in a way that more established firms are," said Mike Hughes, MD, PeopleTECH. "Senior teams at high-growth firms have so much on their plate, dealing with vendor procurement teams can take their focus from other areas of the business. ESP takes the strain that procurement can place on an organisation and our consultants know which technologies are going to be most appropriate for a company's specific customer management needs."

PeopleTECH is a customer management consultancy that advises organisations on how to deliver the right customer experience via people, processes and technology. The launch of ESP follows the

recent launch of DARE (Discovery, Analysis, Recommendations for change, Evolve), the contact centre evaluation service which improves contact centre performance.

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### **About PeopleTECH**

PeopleTECH is a customer management consultancy that advises organisations on how to deliver the right customer experience via people, processes and technology. Founded in 2002, PeopleTECH combines experience working with some of the world's biggest companies, with a deep understanding of digital transformation, helping to drive efficiency and profitability by offering a bespoke and agile approach to improving the customer journey. The company provides a variety of consultancy services, including procurement service Evaluate, Select, Procure (ESP) and DARE (Discovery, Analysis, Recommendations for change, Evolve), a contact centre evaluation service.

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