



KONICA MINOLTA



PASS THE KEYS

IMPROVING EXPERIENCES FOR HOSTS AND GUESTS BY RAPIDLY EXPANDING THIER TEAM

Pass the Keys are the UK's largest professional property hosting platform focused on creating a great experience for both hosts and guests.

They offer a fully managed service that includes listing properties across more than 25 online marketplaces, dynamic and seasonal pricing, guest check-ins, inventory control, maintenance, cleaning and more.



Giving Shape to Ideas



“WITH KONICA MINOLTA, THE CUSTOMER WAS ABLE TO EXPAND THEIR CUSTOMER SUPPORT DEPARTMENT AND IMPROVE CUSTOMER SATISFACTION LEVELS WHILST KEEPING THEIR COSTS LOW”

THE PROBLEM

Pass the Keys experienced rapid growth that saw demand rising at an exponential rate. As a result, their in-house staff were struggling to cope with the increased volume of calls and inquiries.

Pass the Keys strive to deliver exceptional customer service and with this in mind, they started to look for a solution. They needed something cost-effective, flexible and scalable that would help support their business needs.

THE SOLUTION

Pass the Keys started to look at outsourcing, with an aim to hire an external customer support staff, who could act as an extension of their in-house team. They found Konica Minolta through their search engine and upon perusal of our website contacted us immediately.

We specialise in delivering exceptional and flexible business and customer operations as a service, through our own world-class European service delivery centre, based in Bulgaria.

THE BENEFITS

Pass the Keys chose to work with us due to our low costs and ability to meet the changing needs and requirements of their business. Our 24/7 multilingual customer services can scale up or down with their demand. We started by hiring, outfitting, and housing 7 dedicated customer service agents that were responsible for all incoming and outgoing inquiries from customers and hosts.

Through their partnership with Konica Minolta, the customer was able to expand their customer support department and improve customer satisfaction levels whilst keeping their costs low. This allowed them to focus on growing their business, knowing they could always rely on their team in Bulgaria.



LET'S TALK

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