



KONICA MINOLTA



HAZEL 4D RAPIDLY UPSCALES ITS CUSTOMER SUPPORT TEAM

WITH HELP FROM KONICA MINOLTA



Giving Shape to Ideas



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“OUR STAFF IN SOFIA TRULY FEEL LIKE THEY ARE AN EXTENSION OF OUR TEAM. THEY ARE EXTREMELY DEDICATED AND ALWAYS WILLING TO GO THE EXTRA MILE FOR OUR CUSTOMERS”

Lisa Houghton
Sales Team Leader
Hazel 4D

EXECUTIVE SUMMARY

As a leading provider of packaging and pallet-wrapping solutions, Hazel 4D is focused on delivering exceptional customer support. With a growth in business and evolution in its customer support needs, the company wanted to expand its team rapidly by finding the right skilled people, whilst also reducing costs.

To achieve this, Hazel 4D turned to the expert people resourcing team at Konica Minolta to find the right solution to fit its criteria. Having located the ideal candidates from the supplied specification, Konica Minolta ensured all the onboarding

requirements were met and delivered on all of Hazel 4D’s requirements. It was so impressed with the results, that the company is now looking at the options of expanding the team further.

CUSTOMER PROFILE

Hazel 4D is a leading provider of packaging and pallet-wrapping products, machinery, and custom-built solutions; designed to help its customers keep their systems at optimal performance. It employs a personal approach and delivers bespoke packaging solutions with leading technologies that are both flawlessly delivered and economical. Hazel 4D supplies a number of big

household names such as the NHS, BT, Harrods and TK Maxx, both in the UK and abroad.

CHALLENGES

Hazel 4D was introduced to Konica Minolta as it wanted to outsource its back-office customer service team to rapidly grow the resource, whilst also reducing costs. Empowering customers is at the heart of its brand ethos and ensuring it maintains excellent customer service is essential, so it needed the right help to achieve this.



SOLUTION

Hazel 4D was very impressed with the calibre of candidates that Konica Minolta was able to source and initially started with a flexible contract for two agents based in Bulgaria. Initially the agents were employed to handle all customer reconciliation but have an expanding role and are closely aligned with the sales team who were based back in the UK.

The company is very happy with how the agents have integrated with its UK team. Hazel 4D is able to manage them without issue and has been impressed by the quality of communication and dedication to the job.

“Our staff in Sofia truly feel like they are an extension of our team. They are extremely dedicated and always willing to go the extra mile for our customers”, states Lisa Houghton, Sales Team Leader at Hazel 4D.

BENEFITS, RESULTS, ROI, FUTURE

Hazel 4D is very pleased it chose to outsource its back-office customer service team with Konica Minolta. Lisa has a close working relationship with her main contact Rosie and aims to visit the office in Sofia once a year to meet the team face-to-face. Hazel 4D is also currently considering expanding its outsourcing contract to employ more staff with help from Konica Minolta.



SEE FOR YOURSELF

In 3 simple steps, secure the right skills & talent to fill your gaps and transformation requirements – with no obligation



STEP 1

Request an online consultation today with one of our recruitment experts to share and discuss your specific skills requirements, role profiles & challenges.



STEP 2

Our team will identify the best candidates based on your requirements, complete checks and even evaluations before proposing them to you to review and interview if required – all free of charge



STEP 3

If you like what you see, we can secure and onboard your preferred candidate/s to extend your team in weeks with a flexible monthly contract to suit you – no hidden fees or complexity.

BOOK YOUR APPOINTMENT NOW.



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LET'S TALK

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