

ClearCourse Managed Services

Helping you focus on your members, not your admin



ClearCourse 

A man in a blue checkered shirt is sitting at a wooden desk in a room with white brick walls. He is viewed from behind, looking at a laptop. On the desk, there are several books, a pen holder, and a notebook. A soccer ball is on the floor next to the desk. The room is brightly lit, likely from a window on the right.

Membership administration can be challenging...

Supporting fluctuating demand

Varying periods of high call volumes and queries during renewal periods or during major events vs. the quiet period in-between.

Maintaining high availability

Members' expectations are increasing and it can be challenging to ensure high availability and responsiveness, especially when handling inbound calls amongst other day-to-day tasks.

Stretched internal resource

Running a membership often requires you to wear many hats and balance the struggles of prioritising activities, often between a relatively small administration team.

How we can help...

Our team of highly trained agents act as an extension of your team. **Working directly within your system** to carry out day-to-day admin tasks, process inbound calls and emails, and let you focus on your members

- **Outsourced administration and supporting services**
- **Carried out directly within your system**
- **Flexible to your requirements**

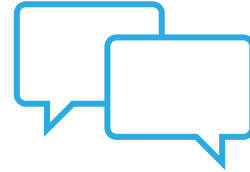


Just some of the services we offer..



Telephone Services

- First-Line Queries
- Call campaigns
- Credit control
- Case Logging



Comms Services

- Bulk Postal
- Email Marketing
- Mail House/Mail Sorting
- Online Chat
- Document receipt/storage/scanning



System Administration

- Database Admin
- Payment Processing
- Record Updates
- Data Cleansing
- Bulk Updates

Usage Example

An outbound call campaign to target lapsed members



Step 1: Attempt Call

Using scripting agreed with your organisation, the ClearCourse Administration team works through a pre-approved telephone contact list.



Step 2: Electronic Contact

If successful contact is made, send a "thankyou" confirmation. If not (and preferences allow), chase via email.



Step 3: Database Update

Update member records with a call reference, date, time, and record payment





Cost-effective

When compared to even just the cost of employing dedicated system administrators (excluding the secondary costs you'd typically associate), ClearCourse Managed Services represents an affordable investment with clearly defined and measurable services.

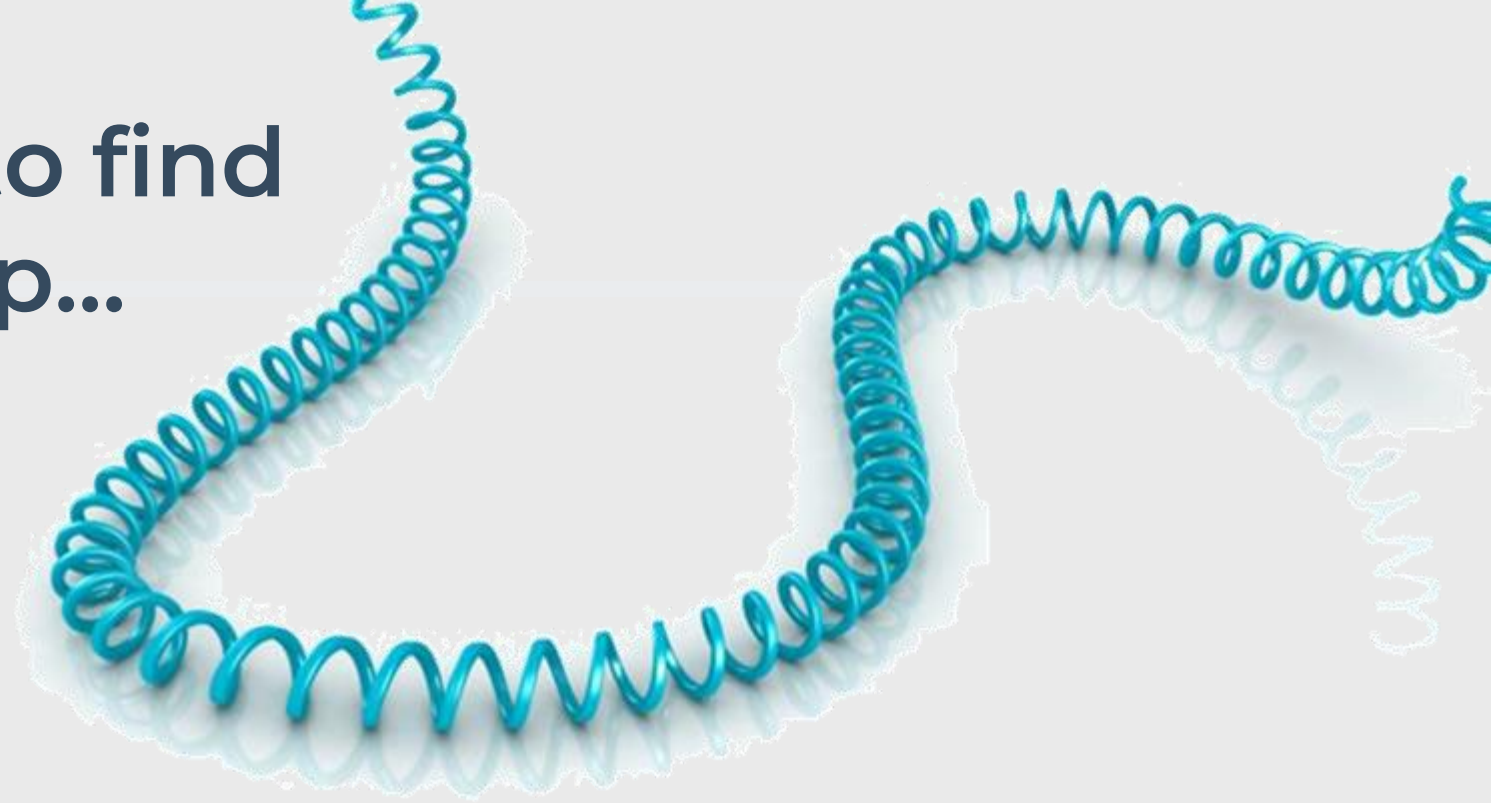
Flexible to your requirements

The services provided can be easily scaled up and down to meet your requirements. Giving you the support you need, when you need it most.

Quick to deploy

As a customer with the ClearCourse group, our staff are already trained on your chosen CRM system and its associated processes, meaning that services can be brought online quickly and with little fuss.

Get in touch today to find out how we can help...



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