



# Certegy Card Services



## The Challenge

Certegy is one of the leading providers of store-card processing services to highstreet store chains in the UK. Although handling millions of customer contacts each year, Certegy was still relying on manual call handling. Meeting the rapidly growing workload with its existing traditional techniques would have meant an unsustainable explosion in staff head-count. A solution had to be found swiftly, or Certegy would be forced into a hugely expensive move to larger premises.

## Edify's Solution

Working with Fujitsu Consulting, Certegy went down the obvious route — call-based automation — and a mere eight weeks after the start date had implemented the first live part of a solution centred on Edify software. With 25 Edify software agents on each of two new call servers, Certegy had acquired 50 new agents without any increase in staff head-count. The threat of undesirable relocation was postponed, and ongoing cost-reduction and improved customer service are by now clearly measurable. Since implementation, Certegy estimates that the Edify solution has improved customer satisfaction, dramatically reduced operational costs, and reduced call centre staff attrition.

**Edify Corporation**  
**Corporate Headquarters**  
2840 San Tomas Expressway  
Santa Clara, CA 95051 USA

Phone: 1-800-944-0056 (US & Canada)  
1-408-982-2000

Fax: 1-408-982-0777

**Edify EMEA Ltd**  
Phone: +44 (0) 1628 850222

**Edify Asia**  
Phone: +852 2806-5700

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

