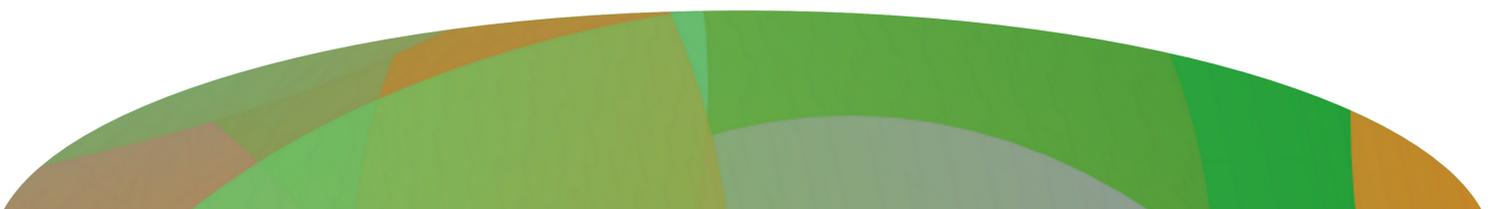


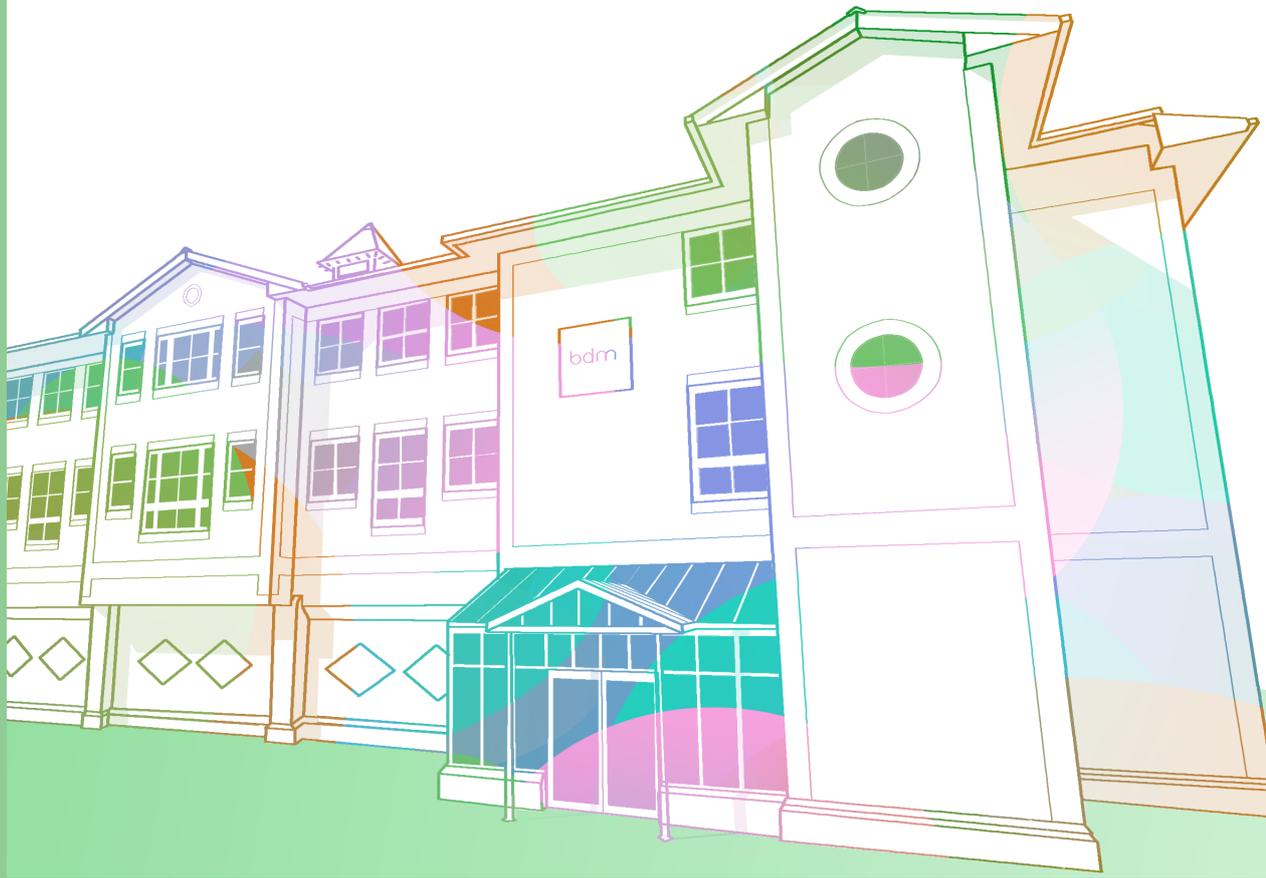


the trusted voice for customer contact





# WHAT WE DO



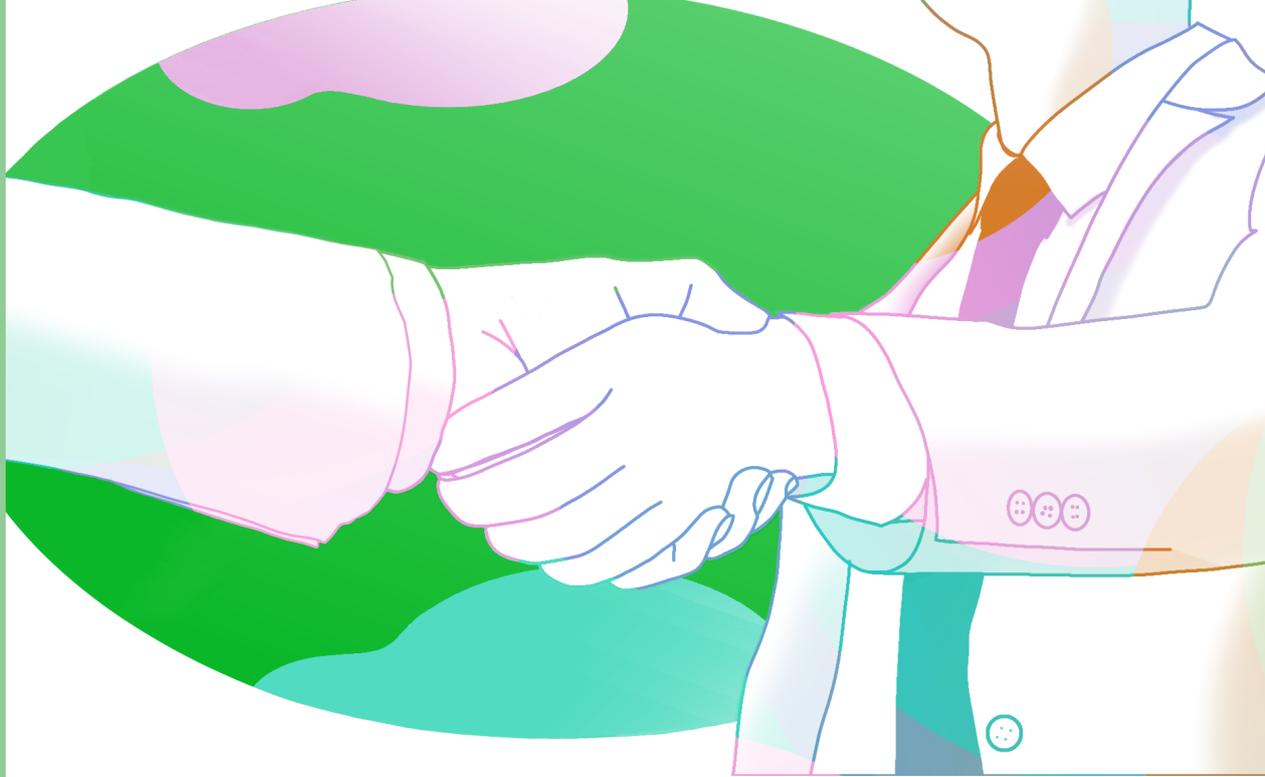
BDM Talk is a leading UK based customer contact centre based in the heart of Sussex at Burgess Hill.

We pride ourselves in delivering a broad and extensive range of outstanding customer contact services for our clients, maintaining your business and brand identity.

Our wide range of services include both inbound and outbound telephone calls, live chat management, customer email enquiry responses and quality assurance via telephone call analysis auditing. As well as alternative customer contact preferences such as WhatsApp and Teams.

The core focus and foundation of our business is to be a seamless extension of your business and brand values. Utilising our highly trained, adaptable, experienced agents and management team enables BDM Talk to deliver tangible results for your business.

Therefore exceeding your customers' expectations and satisfaction levels.



# SERVICES



## **Outsourcing:**

Flexible and scalable outbound or inbound call handling for sales and/or customer services. Offering you greater capacity, whilst reducing costs, overheads and management time”



## **Customer Contact:**

Engaging with your customers via their preferred or chosen contact method of telephone, live chat, WhatsApp, email or SMS.



## **Sales Pipeline & Prospecting:**

A healthy pipeline is a necessity for all sales orientated businesses. We ensure your pipeline is full with good quality leads via expert prospecting services.



## **Call Analysis & QA:**

We utilise our technology and experience to review and ensure quality control of all agents at BDM Talk. This ensures we can guarantee brand value adherence and compliance.



# WHY BDM TALK



  
We deliver cost effective results, whilst reducing overheads and management time

  
We increase your customer contact capacity, simply and effectively

  
We will reach more of your customers or prospects each and every day

  
We become a seamless extension of your business and brand values

  
We believe in setting new standards for UK customer contact centres



# OUR JOURNEY

2005

The BDM Group story began with its incorporation in November 2005.

2010

Launched our very first contact centre

2013

With the contact centre offering continuing to flourish we moved to new premises in Burgess Hill, increasing our capacity to 50 agent's seats

2015

Accredited with the Direct Marketing Association (DMA). The DMA now audits and regulates our processes to ensure best practice

2017

Our new in-house developed software CC Pro is launched to help us deliver a more effective service with improved reporting and data handling

2018

We pass an independent GDPR audit through the DMA demonstrating that our processes are fully GDPR compliant.

2019

Won the Mercedes-Benz Retail (MBRG) account. Encompassing the entire Group's service booking, general enquiries and parts qualification inbound customer experience.

2020

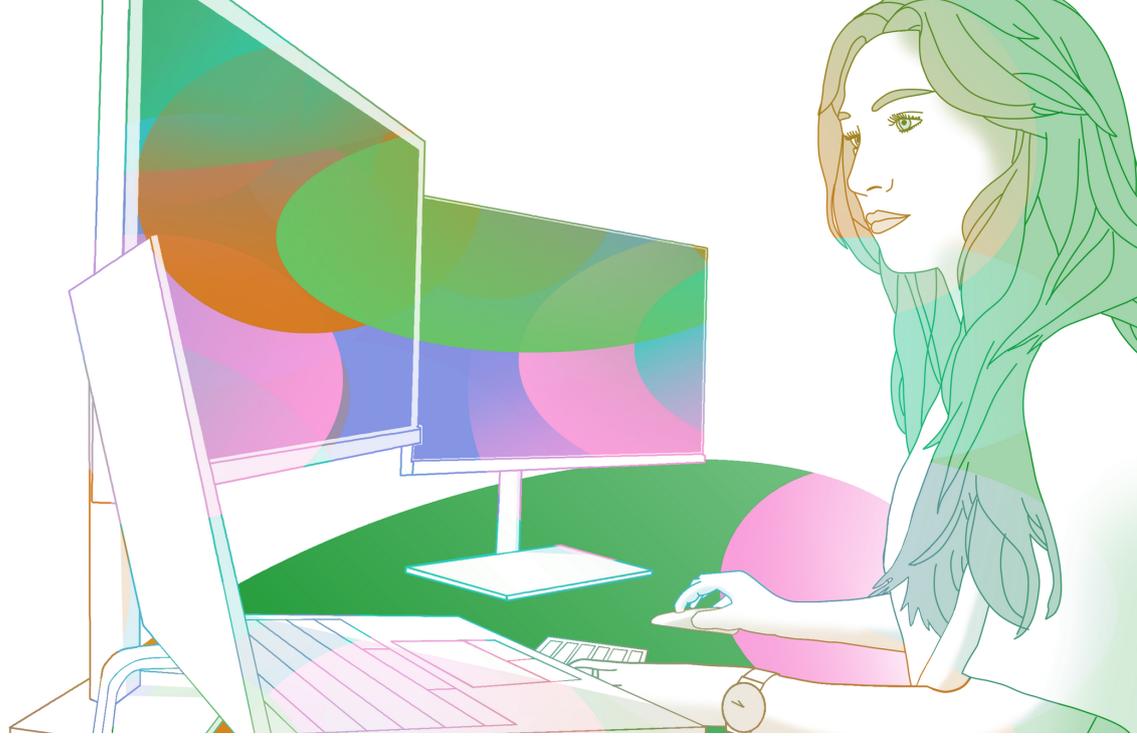
Expanded the MBRG team to include all of the Service departments outbound customer contact activities and requirements.

2021

Remained a fully operational on-site customer contact centre for all of our customers throughout the pandemic and national lockdowns. Through diligent control and staff support we remained open, generating income for our clients.



# OUR PEOPLE



Any good business knows that the key to success is an incredible team. At BDM Talk, our colleagues are more than that. They are the heart of the business. We believe that to get the best from our employees, it is important to invest in their development. Here at BDM Talk, we have introduced a number of opportunities available to all of our colleagues.

## Kick Start

The government introduced the Kick Start scheme late last year, and we have embraced it with open arms. We believe that it is our social responsibility and opportunity to help youngsters upskill themselves to give back to the community, giving them the chance to become a vital part of a successful business.

## BRIT Awards

We have recently introduced the Bringing Recognition in Teams awards (BRIT). The focus of the BRIT awards is to recognise our colleagues for their hard work. Awarded by their fellow colleagues, the purpose of the awards is to recognise those who go above and beyond.

## Competition

We believe in giving colleagues every opportunity to show their individuality and talent. Recently, we have run a design competition, looking for creative and unique designs for our brochure. The winner, BDM Talk call centre agent, Adam Bryan, has created these simple and stunning graphics used throughout the brochure.

## Apprenticeship

Staff development is at the core of any good business, this is why the apprenticeship programme is so important. It has allowed, colleagues the ability to access further learning, challenge their thinking and get them engaging with the business. With a recognised formal qualification awarded on completion.



what's the next steps for your business?

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Join the conversation today, search BDM Talk on...

