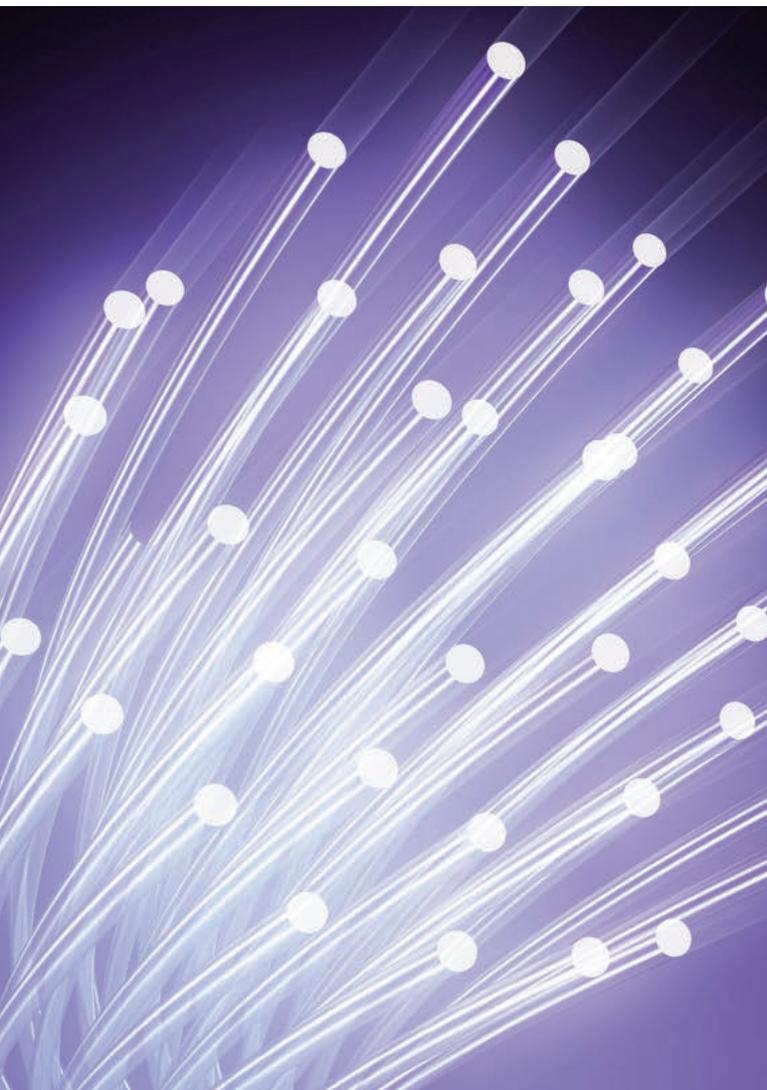




Treating customers fairly with superfast broadband



Eureka Financial Solutions is a financial services company that deals with mortgages, insurance, pensions and investments. With a network of advisers that has grown to cover the Midlands, the South West and Scotland, Eureka proves that superfast broadband can really help a business grow locally, regionally and nationally.

www.eurekafs.co.uk



Andrew Baker, Partner at Eureka Financial Solutions, explains how fibre broadband connections have both improved business efficiency, and changed the way the company works for its clients.

“Sorting out your finances is complex for anyone, and even experienced people can benefit from expert guidance. But the reputation of the financial services sector has taken a hit in recent years, and some people are – perhaps understandably – unsure about who they can trust.”

Building trust with fibre broadband

“Every client journey involves decisions – what does the client want to achieve, what route is best, what are the options, what’s the first step, what are the next steps – and rational decisions are based on clear information.

We recognise this, and we build our clients’ confidence on the solid base of the professional advice we offer. They want clear, accurate and timely information and guidance, and that’s what fibre broadband helps us provide.

Superfast broadband means that our advisers can access company servers without disconnections, wherever in the country – or the world – they are. All our product databases are immediately available, so clients can see, consider and discuss every option that meets their needs and ambitions. With full and easy access, our advisers can give definitive answers to clients’ questions as they ask them, helping them make informed decisions. It’s better business all round.

Quicker access to our website allows us to make instant quotes when producing documents for clients. It saves time and money on the submission process, and enables us to upload documents to our compliance system in half the time.

When it comes to securing a new mortgage or loan, or to buying insurance for the family and home, the key to client confidence is the clarity and speed of advice and service that superfast broadband connections add.”

“As we are a company with offices throughout the UK we have found it has changed the way we work, with advisers being able to access information much quicker. We could not manage without it.”

Taking the business forward

“Better information and streamlined processes make sure that our clients benefit from our use of fibre broadband, and that helps drive our business forwards. Where you can establish trust with clients, you find that they come back when they have other financial service needs. But customer retention and growth is not the full story.



Superfast broadband has transformed the way we run the company, improving our business efficiency, and at the same time reducing our communications costs. In place of our old, one-at-a-time processes, we now multi-task, handling as many quotes, enquiries, loans, policies, calls and emails as our people can generate.

We’re quickly forgetting about slow and dropped connections, and the sheer frustration of waiting. We no longer notice any adverse pressure on our bandwidth. Everyone can use our phones, systems, databases and email – as well as send or upload contractual documents – whenever they need to.

We have found that it frees people to work better without greater effort – our advisers find their jobs more rewarding, and we are significantly more productive.

We save on our day-to-day business processes too, with improvements in our customer communications, billing, compliance and recordkeeping. Coming up to our tenth anniversary, we now provide a fast, seamless service between our offices in Glasgow, Edinburgh, Sutton Coldfield, Birmingham, Evesham, Bristol and Bath, and our head office in Stourport-on-Severn.”

“We enjoy high quality superfast broadband services wherever we are – and wherever we may choose to go in future.”

Advisor Location Map



“We have found it to be not only much faster but it has changed the way we work. It has made us more efficient, being able to multitask and giving an overall speedy and professional service to our clients. We could not manage without it!”

Key Contact

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Offices Worldwide

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