



Using the New Outsourcing Ecosystem to Enhance Customer Experience

npower showcases how Arise's work-at-home platform has enhanced their Customer Enquiries function at the NOA Symposium 2016

Arise Virtual Solutions will lead a breakout session demonstrating how homeworking has benefited npower's Customer Enquiries function at the NOA Symposium on Wednesday 22nd June 2016 in London.

The session – “How to Use the New Outsourcing Ecosystem to Enhance Customer Experience” – will see npower share why they opted for Arise's work-at-home solution, highlighting key points in the evaluation and partnering process, and studying how their customer service capabilities have been enhanced in terms of **flexibility, customer satisfaction** and **cost efficiency**.

The talk will be led by Ken Wheeler, Vice President – EMEA at Arise Virtual Solutions and Jo Webber, Partner – Commercial Management at npower, while Kerry Hallard, CEO of the National Outsourcing Association will chair the session.

“We are delighted to be co-presenting with npower at this prestigious event. Over the past 18 months we have developed a very strong working relationship, and look forward to sharing the customer and business benefits we have jointly delivered to the wider outsourcing community at the Symposium , commented Ken Wheeler, Vice President at Arise.

“I'm eager to chair this session featuring npower and Arise, and to hear more about their partnerships,” added Kerry Hallard, CEO of the NOA. “The disruption being experienced by those operating within outsourcing knows no borders, so it's vital that buyers and providers alike get the chance to learn how services can be delivered more effectively, efficiently and innovatively taking full advantage of the technologies currently available. Arise provide the perfect example of how the established contact centre industry is being disrupted by more innovative providers, delivering services with greater flexibility, scalability and agent knowledge than their *brick and mortar* counterparts, all the while providing a significant cost advantage!”

The **NOA Symposium 2016** takes place at etc. Venues, St Paul's in London on Wednesday 22nd June 2016. As niche technology specialists and digital agencies rapidly gain market share from traditional providers, the Symposium will see outsourcing leaders, industry pioneers and digital evangelists take to the stage to unveil the technologies, standards and skills now essential to those that want to thrive.

Book your place.

Find out more.

ENDS

About Arise Virtual Solutions

Arise Virtual Solutions is changing the way companies think about call center services. Arise provides a virtual platform to connect primarily work-at-home service professionals running small call centre businesses to Fortune 500 and other large companies.

Read Arise Virtual Solution's homeworking thought leadership:
[Contact Centre Disruption: Homeworking comes of age](#)

Media Enquiries

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Ken Wheeler and Kerry Hallard available for interview – please contact Jeremy Coward.