

# Journeycall appoints Business Development Manager and Account Manager

August 17, 2022



Arbroath-based Journeycall, which provides customer service support and smartcard services for the UK transport industry, is continuing its impressive growth with two senior appointments.

Steve Richardson-Frankton joins Journeycall as business development manager, while Marc Donald has been promoted to account manager, a new role within the business, to enhance the quality of servicing for existing clients and to drive growth opportunities.

With 30 years of experience in sales, channel, and senior management, Steve brings strong business expertise to the role. As the former enterprise sales manager for Key IVR Ltd, Steve will harness his valuable experience to strengthen Journeycall's current offering in the public sector while also leading the business' venture into the private sector. His new role will see him secure growth opportunities in existing markets and deliver new workstreams to bolster Journeycall's already strong position in the transport industry.

Marc brings impressive in-depth knowledge of the business to his new role, having risen through the ranks over the last four years, from operations supervisor to deputy operations manager, before securing the

role of account manager. He will also tap into his invaluable experience in client servicing as the former operations manager of Home Group, one of the largest social housing providers in the UK. Delivering excellent customer service and improving business performance, Marc was awarded recognition for his outstanding contribution to the company.

Marc will work across Journeycall's portfolio of high-profile, blue-chip organisations, including Transport for London (TfL), Network Rail, and London Councils. He will also be at the forefront of the business' venture into the aerospace industry with the Civil Aviation Authority (CAA), harnessing Journeycall's skills and experience to establish the new workstream.

Part of the ESP Group, Journeycall provides customer services and technology-led solutions focused on mass public transport systems such as rail and bus, and operates the largest dedicated transport contact centre in the UK. The business provides smart card technology and customer support for Network Rail, Transport for London, Transport for Wales and West Midlands Trains among others, ensuring smooth passage for millions of rail commuters.

Theresa Slevin, Group CEO, ESP Group said: "These are two fantastic appointments that we feel confident will be of real benefit to our clients. We've had a really strong period of growth, and we're pleased to have Steve joining the team to drive this even further. He will play a key role in securing business opportunities in the public sector, and tapping into the private sector, to expand and diversify our service offering across Journeycall's clients and markets.

"At ESP, we believe in rewarding hard work and talent and promoting from within, and Marc is a prime example of this – he has proved himself to be an excellent team player and his client service is impeccable. We've created this new account manager role to enhance our high-quality client servicing and drive growth opportunities among existing clients, and Marc is the ideal person to do this. We look forward to seeing both Steve and Marc progress in their new roles."

Steve commented: "I am thrilled to lead Journeycall's business development and build upon its brilliant growth. We have a very exciting journey ahead of us as we diversify our offering and venture into new sectors."

Marc added: "Having worked at Journeycall for the last four years, I am both proud and excited to step into my new role to further develop our relationship with existing clients while tapping into new growth opportunities. This new position will enable Journeycall to continue its commitment to provide world-class customer service across the transport industry, and I can't wait to get started."