

Journeycall takes up key role with Network Rail

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Journeycall has won a major contract to run the Network Rail National Contact Centre.

The three-year, £3.8 million contract will see the customer service support and smartcard services company manage the Contact Centre and helpdesk service – the primary point of contact for Network Rail.

Journeycall will handle all enquiries into the four components of the National Contact Centre: the National Helpline (including the emergency line), the central switchboard, the Commercial Property helpdesk; and an out of hours Media Service.

To ensure a smooth opening to the service, Journeycall, currently based in Arbroath, is transferring the existing Network Rail team to a newly-created satellite contact centre in Hull. This team of 33 will see Journeycall expand and grow its business in Hull by also hosting additional contact centre service contracts.

The award-winning Journeycall team will use their customer-service skills across a range of contact channels, including telephone, email, live chat, whitemail, Facebook messenger, Whatsapp, and other social media channels to address all types of activities. It is expected that the team will receive an average of over 6,000 contact requests each week.

Theresa Slevin, Group CEO, ESP Group, said: “This is a significant contract win for us, and one that we’re incredibly proud to be working on. It is an exciting time for the business as the Network Rail National Contact Centre is enabling us to expand south of the border into Hull and increase our service offerings.

“Network Rail’s core objective of ‘putting passengers first’ aligns perfectly with our own ethos, and we are committed to ensuring that every contact we have with passengers and customers provides a positive experience. Our highly skilled teams are experienced in delivering first rate customer support and have a proven ability to effectively and efficiently manage a full spectrum of inbound and outbound customer interactions, so we’re extremely well-prepared to manage this work. Additional specialist training has already commenced, and we’re looking forward to getting started early next year.”

Sarah Sanders, head of contact and community engagement at Network Rail, added: “We are delighted to have appointed Journeycall as our contact centre service provider. Having visited their Arbroath operation and spent time with the leadership team, we are optimistic that the service we provide to our customers will be even better than ever before.”

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 Transport for London (TfL) and West Midlands Trains, among others.