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Services provider, Prolog, doubles financial processing capacity

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For Immediate Release

Outsourced customer service provider, Prolog, has scaled-up its Back Office capacity with the opening this summer of a secure financial processing centre at the largest of its two East Midlands contact centres.

Able to seat 40 agents, the strikingly branded facility will help consolidate Prolog's place as a supplier of choice for some of the UK's best-known charitable organisations.

Equipped with CCTV coverage and the latest security and fire prevention equipment, the centre is designed to streamline the processing, scanning and banking of up to 100,000 donations a day.

It comprises three self-contained sections and a strong room, each protected by exterior Janus swipe doors and time-lapse alarmed partition doors.

Prolog's investment in significant additional mechanised donation processing capability is delivering real cost benefits for clients, irrespective of their size or scale of activity.

It enables the outsourcer to manage same-day banking and next-day thanking responsively and reliably, and at low cost. It also provides a high level of security in an operational area processing tens of thousands of pounds daily.

Over recent years, Prolog has expanded its presence within the third sector through a combination of service excellence and customer loyalty expertise. It delivers clients' campaigns through direct mail, mail order fulfilment, retail logistics, field support, POS and many other integrated services.

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Prolog's not-for-profit clients benefit from sophisticated e-commerce solutions, including website development and hosting. Advisors in its multi-channel, fully integrated contact centres handle more than 2000 calls daily from supporters of good causes, accepting donations and orders for merchandise, or answering queries and concerns.

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Attached six images of Prolog's new financial
processing centre

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Prolog's new high-security financial processing centre in the East Midlands is designed handle up to 100,000 charity donations a day.

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The centre is equipped with an Opex 51 Rapid Extraction Desk (pictured) and a Twofold 606e high-speed mail opener.



Two of the financial processing centre's three Kodak I1440 scanners.

Notes for editors

Prolog Connect leads the way in outsourced contact centre services in the UK today, offering huge capacity, highly trained and motivated agents, full multi-channel service integration and internet e-enablement.

The company has built its reputation by being selective with technology and rejecting 'hide behind' multiple voicemail menus that alienate customers. Through groundbreaking research into matching caller and agent profiles, Prolog Connect has shown the importance of the human touch in building caller empathy – a crucial factor in customer satisfaction and brand loyalty development.

As part of its people-based approach, Prolog Connect places great emphasis on training, ensuring that all its agents not only have highly developed communications skills but also the product knowledge to deal with the widest range of queries at the first point of contact.

Prolog has more than 25 years' experience in marketing services and communications, employing more than 900 people at its expanding facilities in East Anglia, the East Midlands, Merseyside and London.

Organised into three separate divisions that specialise respectively in marketing services, contact centres and supply chain logistics, Prolog is the only major player able to offer total integrated solutions – everything that marketers or brand managers need under one roof.