

# “It was incredibly powerful evidence and it concluded the point there and then.”

Handling the affairs of a company that has been placed in administration is a demanding task, requiring quick, tailored solutions at low cost. When The MacDonald Partnership Plc was appointed to manage the administration of PowerPlan Company Limited, an extended-warranty company in the utilities sector, it wasn't given much time to prepare. Members of the public who held contracts through PowerPlan still needed to receive the service they had paid for while the matter was being resolved, and during this time there was an urgent need to keep clear records of what was happening.

“The Company went into administration on a weekend in September 2003,” says David Capra, manager of the administration team at The MacDonald Partnership. “The original customer service lines were switched off the day the company went into administration. We had to find a solution for the contract holders as soon as possible.”

Because it was difficult to predict exactly what the contract holders' needs and grievances would be, The MacDonald Partnership decided that the best way forward was to record conversations with all claimants. In this way, they would be able to understand the challenges facing the company and gather evidence for possible legal action against connected parties.

The next step was to find a company that could supply a reliable service to the company's call centre at short notice. Paying a high premium for a fast turnaround was out of the question, due to PowerPlan's financial circumstances. A colleague had previously recommended Veritape's recording solution, says David, so he gave them a call. “We needed our operators to be functional on the telephones with call recording within a short space of time. Veritape said they could achieve all of our objectives. And they did.”

Since implementation, the ability to retrieve call recordings instantly has proven to be an important benefit throughout the administration process, says David. “Veritape CallCentre has helped us to solve conflicts significantly sooner than we would otherwise have been able to do. We were operating in an environment where people were saying things and retracting them the next day, but we could resolve conflicts very quickly because we could identify who said what to whom, and when.

## Quick Facts

- > Extended-warranty company placed into administration
- > Administrators needed to record all telephone calls to gather evidence for possible legal action
- > Implementation at very short notice
- > Recorded calls gave ability to quickly resolve conflicts

*“During contract negotiations, somebody questioned whether customers were really saying certain things to us. Fortunately, I had my laptop with me with all the calls downloaded onto it. I was easily able to find the relevant conversations on my laptop and play them in the meeting. It was incredibly powerful evidence and it concluded the point there and then.”*

David Capra,  
Manager of PowerPlan  
administration Team,  
The MacDonald Partnership.