Press Release

September 2007

Medical Research Council prescribes Achiever system to boost service levels

The Medical Research Council (MRC), a publicly funded organisation dedicated to improving human health through research, has selected Achiever Software to design and implement a Query Management System (QMS) for its Shared Service Centre.

The MRC approached Achiever after a recommendation by award-winning Surrey County Council following the successful implementation of a QMS for its own Shared Service Centre by Achiever in 2006.

The MRC chose Achiever for its ability to deliver a bespoke system within a tight timeframe and budget. The high level of customisation that Achiever is able to offer is unrivalled and this was another key factor in the MRC's decision.

The MRC's Shared Service Centre is responsible for processing transactions in HR, Finance and Procurement on behalf of their Research Units but, until now, was unable to easily measure the service levels delivered. Achiever's Query Management System is set to change that.

The system will store all inbound and outbound queries in a structured, accessible way. Staff will be able to track the progress of their queries via the system, significantly reducing the time spent chasing requests, which currently accounts for an estimated 90% of inbound calls. With the capacity to handle over 5,000 enquiries per week, Achiever's solution will ensure that all enquiries are captured and handled efficiently. A facility to flag urgent queries will help the system's 200+ users to prioritise their work.

Achiever software

For the first time the MRC will be able to accurately measure Service Levels and establish and manage Service Level Agreements for each of its Research Units. An inbuilt reporting system will provide consistent, timely management information and statistical reporting across all areas of the organisation. As the system can integrate with other MRC applications including SAP HR and Finance modules, the MRC will be able to streamline various business processes and work more efficiently.

Paul Baxter, for the MRC comments, “We were impressed by Achiever’s ability to develop a highly customised Query Management Solution in such a short time frame and within budget. They were recommended to us for their evident expertise and experience in Shared Services environments and we can see why. We look forward to working with the Achiever team throughout the project and realising the considerable business benefits.“

The Company

Achiever Software is an established, award-winning developer of Customer Relationship Management (CRM) software. Founded in Birmingham, UK, in 1992, the company has been in the Deloitte & Touche Technology Fast 50 five years running and made The Sunday Times ARM Tech Track 100 in 2002. This year the company was also nominated for the Call Centre Awards for its technologies. The company's products protect and develop customers' most valuable asset - information about their customers and markets.

The Product

The scalable solution Achiever is the only CRM package to integrate with all leading accounting packages and legacy systems, is the only CRM package to encompass sales, marketing and support without extension, includes an easy-to-use workflow functions and offers openness, flexibility and scalability to provide exceptionally fast ROI.

Client Portfolio

Achiever Software has developed the AIM methodology for fast implementation of its software, and places emphasis on customer satisfaction, with a high ratio of service and support staff. Achiever Software's consultants are widely experienced and highly qualified, each having been involved with many implementations of the software, The company has won an enviable list of over 100 corporate customers, including AEA Technology, Forsyth Partners, Bentley Reid, West Nottinghamshire College, VisitBritain, Dominos, Londis, National Britannia, P&O, Rugby Cement, Siemens, and T-Mobile.

Contact us for further information

Lisa Molloy

0121 380 1010

lisa.molloy@achiever.co.uk