

## Integrated transport expertise

### Rail or bus: full public transport knowledge

- Our travel advisors are trained to understand all public transport modes and green travel initiatives
- We appreciate future travel needs involve the complete door to door multi-modal travel journey
- Journeycall will support you in successfully marketing your public transport services - a one-stop easy purchase shop for customers

## Smartcards and new ticketing

### Joint partnership with ESP Systemx

- We work together with our sister company, ESP Systemx, the UK's leading expert in smartcard services
- The combined expertise of Journeycall and ESP offers a unique joint service to the market, providing complete card lifecycle management



If you'd like to discuss  
how Journeycall can add  
value to your business  
contact

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Intelligent contact centre services

[www.journeycall.com](http://www.journeycall.com)



Intelligent contact centre services

What makes  
Journeycall the  
unique customer  
contact services  
supplier?



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## The award winning choice

### Contact centre and rail industries recognise our success

"Talking Tayside" contact centre Company Culture of the Year Winner for two years running.

Highly Commended for Supplier Excellence: UK Rail Business Awards.

Journeycall advisor: National Call Centre Hero of the Year.



## Journeycall: the intelligent choice

### Transport for London

"Journeycall operates the adult Oyster Card scheme for TfL. They were selected for professionalism, initiative and 'can-do' attitude, as well as cost."

### Association of Train Operating Companies

"We use Journeycall for its track record, commitment to increase sales and competitive cost."

### Other transport industry "blue chip" clients

"Journeycall immediately set itself apart from competitors by attention to detail, high quality support and systems understanding".

"Journeycall built up an excellent working relationship with our business and get across core messages we project to customers."

Retail fulfilment supplier of choice for many UK train companies and major ticket retailers.

## Small business work ethic

### We work hard to ensure that the service you receive is second to none

Challenging projects delivered to schedule time and time again.

Pioneering IT systems expertise with our partner, ESP Systex, developing the best solutions for your business needs.

We know that every sales opportunity and every penny counts for our clients.

## Journeycall offers

### Unique and unmatched expertise

- Helpline support for online systems, sales and customer services
- Fares, journey planning and back office services
- Ticket and smartcard retailing
- Scottish-based contact centres
- Highly skilled information and sales advisors
- Strongly motivated family ethos

### Our business strengths

- ATOC-licensed, ISO accredited ticket retailer
- Advisor teams that maximise sales for each and every client
- Expertise in converting calls into ticket sales

### Our experience

- Contact centre supplier chosen by major transport players including Transport for London (Oyster) and ATOC (Disabled Persons Railcard).
- We supply contact centre services to non-rail and international organisations.
- Streamlined fulfilment skills that guarantee excellent customer response times.

