



richersounds

Richer Sounds

Richer Sounds is a British home entertainment retailer that operates online and through a chain of 53 stores, across the United Kingdom. Richer Sounds sells a range of hi-fi, home cinema and TV equipment and is committed to giving customers the best value for the money.

The Challenge

With a strong focus on delivering a best-in-class customer service experience, Richer Sounds was looking for a scalable, outsourced solution that would manage the entire service lifecycle with scheduling and dispatch capabilities that would improve business efficiency.

The Solution

Richer Sounds implemented ServicePower's full suite of Managed Services in order to:

- Leverage the strength of ServicePower's existing servicer network
- Achieve faster scheduling and job completion times
- Provide high levels of customer service, from initial customer contacts and phone fixes, to scheduling and managing the full repair process
- Allow its internal staff of engineers to focus on the core sales business

"Knowing that ServicePower offers us a fully managed system from the initial point of contact by the end user, to the successful completion of each customer's case, has allowed us to focus on other areas of improvement within Richer Sounds."

- Lindon Bolt, Service Department Manager, Richer Sounds

The Results



Increased customer satisfaction



Reduction in repairs and warranty costs



Faster response times to service calls and increased first-time fix rates

"Using the network of repair agents that ServicePower have, has allowed us to reduce our repairs costs while maintaining the high levels of customer service our customers have come to expect from Richer Sounds."

- Jez Avens,
Deputy MD - Richer Sounds

[Request a Demo](#)