

**NEC**

- › **PROVEN TO PERFORM**
- › **READY TO DELIVER**
- › **FAST TO ADAPT**
- › **A TEAM BUILT FOR YOU**

**DISCOVER  
NEC REVENUES AND BENEFITS**



**\Orchestrating a brighter world**



## VITAL GOVERNMENT. AGILE SERVICE

We've helped our customers through constant change, tight budget and growing demands for 30 years.

### WE UNDERSTAND THE PRESSURE

Our experts push the boundaries so yours can achieve more, like improved performance, greater efficiency and creating a digital world that is simple for your customers.

And all without losing sight of your goals: delivering vital support quickly and creating revenue fairly.

### OUR SOFTWARE



Helps you to tackle challenging caseloads



Does digital brilliantly



Supports top performance



Is constantly evolving

We've helped our customers save money and improve resilience by managing self-isolation payments, business grants and hardship funds.

## AND WHAT'S MORE...

We'll keep you ahead of the latest legislation, but our investment doesn't end when the changes stop. We improve the user experience continually, both for your team and the people you serve.

Our customers see more of theirs choosing self-service, because it's easy to sign up and convenient to use. We process more than 20 million transactions every year, with over 115 customers choosing to put their trust in our self-service platform.

Run our software in our managed cloud and we'll get you outstanding results, like running Annual Billing 80% faster for Tendring. Or integrate document management like Haringey to process most inbound contact automatically.

## OUR SERVICES

- ✓ Can help out within hours
- ✓ Always flex to your needs
- ✓ Deliver proven results
- ✓ Use highly-skilled experts

Our remote processing team is always on hand to bust claims backlogs, cover peaks or even create new services from scratch.

Like running temporary contact centres and tackling high volumes of applications during the Covid-19 lockdown:

"NEC provided expert support exactly when we needed it, helping us to deliver for our residents at a really challenging time."

**Karen Wilson, Business Operations Manager, Cheshire East**

## OUR TEAM

- ✓ Knows the sector inside out
- ✓ Stays with you on the journey
- ✓ Works fast when things change
- ✓ Offers great service every time

