



“Working with Salesforce and makepositive was a great experience! The project came in on time and under budget.” *Garry Nash CH2M*

The challenge

No platform existed for the public to report problems on the roads (i.e. pot holes, dead animals etc.).

Costain & CH2M created a joint venture called 'East Sussex Highways'. They went up against Balfour Beatty and won the bid to manage the roads in East Sussex.

The solution

Proposed a call centre and website for the public to report problems to East Sussex Highways, and proposed a Customer Community for senior stakeholders.

makepositive implemented Salesforce Service Cloud, NewVoiceMedia, Click Software package, Formyoula, a Customer Community and a public website integrated into Salesforce.

The results

The timeline was critical and **makepositive** delivered on time and within budget.

New contact centre was established and all staff had to be trained. Solution was rolled out to 150 contact centre agents.

Costain & CH2M were extremely happy with the result.

Joint ACV.