

A FITTING SOLUTION

NOTIFICATION AND SELF-CERTIFICATION SYSTEM IS DEVELOPED FOR CORGI

CASE STUDY

FACTS

CORGI is the UK regulator for gas safety. Since 1st April 2005 all registered gas installers are required to notify CORGI when they install or exchange a gas appliance in a residential dwelling.

CRITICAL ACTION

In June 2004, CORGI and Computershare began work to design and develop a notification and self-certification solution to allow gas fitters to provide an efficient and effective service to their customers.

To meet their objectives, tools and systems were put in place to ensure a seamless integration. This capitalised on a number of Computershare's core services including database development, payment processing, project and risk management.

Technology infrastructure delivered to CORGI included a bespoke website, an Interactive Voice Response telephony interface to streamline call handling, and a call centre resource of up to 100 agents.

RESULTS

Sound project management and solid risk avoidance principles ensured that the project was delivered on time and within agreed budgets. The first transaction was processed at 05.47 on Friday 1st April 2005, and to date, over 1.8 million transactions have been successfully handled.



"We are extremely pleased with the complete provision of services by Computershare, and with their aid we met a tight deadline to provide a comprehensive notification service."

Simon Ayers, Operations Director

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