

It's our job to make yours easier. **Solid8 integrated outsourcing** is built on trust and transparency, giving you **clarity and control** while we deliver **seamless services** for your business and **high quality care** for your customers.

To learn more about our approach to outsourced services, and how we can help to support and enable your business, call us on **01256 597 888**, email **info@solid8.co.uk** or visit **www.solid8.co.uk**

**Solid8**  
Your business, our expertise

✉ Email [info@solid8.co.uk](mailto:info@solid8.co.uk)

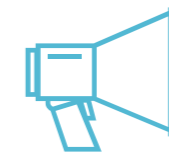
🕒 Opening Hours 9am - 5pm Monday to Friday

01256 597 888 | [WWW.SOLID8.CO.UK](http://WWW.SOLID8.CO.UK)

## SALES & PROFESSIONAL BUSINESS SERVICES

Delivering results for your business

Integrated outsourcing on either a long term, temporary or single project basis.



MARKETING & CONTENT



POLICY



CUSTOMER SERVICES



BUSINESS PROCESS REVIEW



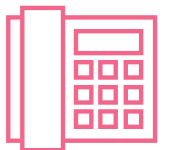
SALES SERVICES



PRODUCT MANAGEMENT



ADMIN



PHONE ANSWERING

As your business grows, or at times of high demand, you may be looking for extra help. Outsourcing is a good solution, but we understand it can be a difficult decision when customers depend on your expertise and personal service.

**But Solid8 is more than an extra pair of hands – we put our hearts and minds into it too.**

We work hard to understand your business and your customer needs, not just learning about products and services but embracing the how and the why of what you do.

As an integrated extension of your team, we work hand-in-hand to lighten their load, with the assurance that our people will maintain the exceptional service standards your customers expect.



## ADMIN

### Building back-office capacity to serve front-end operations

Free your team and focus your business with seamless and streamlined admin support.

- Data entry & record management
- Email & diary management
- Order processing
- Team coordination

## SALES SERVICES

### Building bridges between people and products

We get to the heart of your business to understand what you do best, and what customers need most.

- Pre- and post-sales
- Specialist sales teams
  - Telesales
  - Field sales

## CUSTOMER SERVICES

### Building relationships through quality customer care

A personal, professional service that reflects your products and protects your reputation.

- Customer feedback
- Product support
- Returns & cancellations
- Warranty

## POLICY

### Building your business on solid foundations

Policy, process and document writing that defines your business and streamlines operations.

- Data & privacy
- Operations
- HR
- Health & safety

## BUSINESS PROCESS REVIEW

### Building better businesses from the inside out

Exploring the core of your company to develop strengths, improve performance, and boost profitability.

- Policy and system review
- Process mapping
- Continuous improvement
- Process design & implementation

## PRODUCT MANAGEMENT

### Building a compelling picture of your product portfolio

Positioning and promoting your products with accuracy and impact.

- E-commerce listings
- Lifecycle management
- Product updates
- Sales systems & databases

## MARKETING & CONTENT

### Building your brand, connecting with customers

Design and content that captures your voice, tells your story and engages your audience.

- Web design & user experience
- Branding & advertising
- Content strategy & copywriting
- Blogs & case studies

## PHONE ANSWERING

### Building rapport and results through high quality caller journeys

Peace of mind that while you're handling business, your calls are in capable hands.

- All calls & overflow resourcing
- Call recording & analytics
- Call filtering & redirection
- Message management