

Our heritage

- 1968:** Cub 24 Ltd. is launched as the retail credit department of Hepworths the tailors
- 1981:** Hepworths re-branded as highstreet fashion chain NEXT
- 1995:** Club 24 Ltd. re-branded to Ventura



Our locations

- UK:** Seven UK sites, with state-of-the-art facilities including, gym, internet cafe, restaurant and shops
- Offshore:** One offshore site based in Pune, India. The 1,500 seat centre operates 24 hours a day
- Employees:** Our locations are home to over 8000 employees working a range of flexible shifts
- Clients:** We service 28 clients across a broad range of sectors including; Public Sector, Telcos and Media, Financial Services, Utilities, Retail, Automotive, Travel, Leisure, Hi-Tech and Charities.

Our services

- Customer Management:** General enquiries and complaints. help and advise lines. technical support, business to business, emergency response, appointment setting and industry specific services (e.g. motor parts).
- Debt Management:** Risk management, early collections, customer debt advise, customer trace and admin, litigation services and in-house debt collection agency.
- Document & Payment Management:** Inbound correspondence, application processing, transaction processing, print and fulfilment.
- Sales and Revenue Generation:** Sales through service, customer acquisition, cross and up selling, regulated products, B2B sales and account management, fund raising.
- Business Solutions:** Telephony systems, CRM & knowledge bases, Systems build, finance and support services.



Our delivery

- Outsourcing to Ventura can quickly and effectively:**
 - ✓ Improve customer satisfaction
 - ✓ Reduce costs without compromising quality
 - ✓ Increase sales
 - ✓ Consolidate contact centres
 - ✓ Create a flexible workforce
 - ✓ Achieve rapid contact centre set up
 - ✓ Improve efficiency through insourcing
 - ✓ ISO27001 accredited
 - ✓ PCI compliant

For further information
T 0113 207 3820
E marketing@ventura-uk.com
www.ventura.co.uk