

Mercator's continuing mission is to establish itself as the professional IT services and business solutions provider of choice, trusted, valued and respected by companies around the world. Mercator is achieving this by constantly meeting the individual needs of its customers through quality of product, service and delivery, whilst working by key principles and a series of demanding standards and procedures.

Mercare, Mercator's award winning Customer Care Centre, operates 24 hours a day, 365 days a year, offering a single point of contact for the customers of Mercator, which includes over 50 airlines across the globe, ground handling agents, tour operators and a variety of hotels as well as the 35,000 employees of the Emirates Group of companies. Mercare was awarded the best medium size call centre in the Middle East Call Centre Awards 2009.

Mercare HelpDesk Solutions

- ❖ **Mercator can provide temporary or permanent outsourced helpdesk facilities**
Through utilising the experience of the Mercare management team, a fully segregated helpdesk can be set-up within the premises of Mercare.
- ❖ **Mercator can facilitate setting up of a dedicated on premise customer support helpdesk.**
Based upon many years of experience setting up and managing IT Helpdesks and Contact Centres for multi national organizations, Mercator can provide consultancy and assistance setting up a customers support help desk for them - any number of pitfalls during the operational set-up can either be pre-empted or quickly resolved as on-the-ground management will be provided throughout.
- ❖ **Hybrid model**
A phased approach can be adopted where Mercator provides temporary outsourced helpdesk facilities while assisting a company to ramp up the necessary skills to operate their dedicated helpdesk. Beyond the obvious benefit of a fully set-up and equipped centre, the staff utilised will be a mixture of experienced and newly recruited resources, which not only gives instant helpdesk experience but allows a significantly reduced training programme to be run, as knowledge sharing and side-by-side coaching can be introduced.

Contact Mediums

By utilising systems and technologies in innovative ways, Mercare does not merely offer one way for our customers to contact us, in fact even now we are introducing new mediums so that we can be sure that our customers' needs are met.

- ❖ Telephony
- ❖ Email
- ❖ Web based Portals
- ❖ Fax

Operational Hours

Mercare operates uninterrupted 24 hours a day 365 days a year.

Resiliency

Mercare's contingency planning provides a fully redundant primary centre, meaning that any interruption in utility supplies or local area network would, at worst, only interrupt 50% of the centre's capacity, however in the event of a worst-case scenario our disaster recovery plans fully utilise additional facilities where we have set-up and equipped two additional centres, one located in the Emirates Group Headquarters building and one in the Emirates Airline Call Centre.

A selection of Mercator customers:



Testimonials:

"Translating ideas into reality and making it all come together is a work of art and takes sheer effort, organisation and a determination to make it happen. I am proud to say that in the Mercator team, the company should be cognisant and grateful for the people you have. There is little else I could ask of them."

- Chris Peet, VP - Network Control and Logistics, Emirates Airline

"I am delighted with the high quality of service provided by Mercator, who have delivered each project on time and on budget, despite a very tight timescale. It was absolutely the right choice to select Mercator for this project and I look forward to working with them on our future sites in Abu Dhabi and throughout the region."

- Darroch Crawford, Managing Director of Premier Inn in the Middle East

"Mercator were our IT partners for the World Cup. We found them to be totally reactive and in fact proactive. They guided us and set the requirements realistically and when there were any issues, as there always are in a dynamic set up and event, they were there to solve them. We could rely totally on their services."

- Donal Kilalea, Promoseven Tournament Organisers

"We selected Mercator to support our Dubai airport operations because they can provide around the clock remote and on site support in the airport. Since then, problem resolution time has been greatly reduced, enabling us to provide an enhanced service to our lounge passengers."

- Fatma Kazim, Airport Manager, Dubai Ground Operations, Gulf Air

