

INDESERVE PEOPLE PROFILES



PUTTING FACES TO NAMES!

Tony, (left), Nikki (centre), Rua (right) and Sarah (inset, resident in New Plymouth); we're only missing Phoebe's smile to complete the picture, putting faces to the names you deal with on the phone or over the web, every day, in the National Service Centre (NSC).

"A successful team is happy team and I think we are fairly happy in our work" says Tony Phipps, National Service Centre Manager. "Good humour and commitment to the task help us do our jobs well."

And the team agrees: "Like any job, some days are better than others", says Rua, "so being good humoured, positive and focused are important when dealing with customers' high expectations (and the odd complaint) as well as with our guys in the field who are under pressure to complete all the tasks we set them each day". Nikki agrees; "Our job is to give our customers' a good result. That's what we do".

With Nikki the most recent to join the team in 2011, they have a combined experience of 40 years in the service administration business; "Working together for as long as we have means we are fairly orderly and well organised bunch" says Tony. "Everyone knows their job and backs each other up when the pressure is on. It's busy here most of the time. We can have upwards of 40 jobs a day to process".

The team have varied backgrounds and interests outside the workplace:

Tony, Christchurch born, is a family man. He spends a lot of time with his sons and their sporting pursuits and is also a bit of a home handyman. Kaitoke Forest Park is a popular spot for family fun. Music - Blues and Soul, including Doobie Bros, Creedence Clearwater Revival, Neil Diamond.

Phoebe and **Sarah** are an NSC sister act! Phoebe was born in Sydney and loves to travel to Australia to spend time with family and friends and, of course, shop! Sarah is Wellington-born and has now 'moved on', first Auckland then New Plymouth where she loves bike-riding on the beautiful pathways in Taranaki with her nieces, partner and new friends. Nelson and Golden Bay are her popular destinations for holidays. Music – both Phoebe and Sarah enjoy a real eclectic mix of catchy tunes, no doubt encouraged by their musician dad.

Rua has always been a Wellington girl. Like many of us, when the working week is over, she loves nothing more than to take a bit longer to get out of bed in the weekends and enjoy some peace and quiet – that is, until the grandchildren arrive. Then it's a whole different set of priorities with sports fields, swimming pools, skate parks and fast food on the menu (sounds familiar). Music – no, silence is golden!

Nikki's birthplace was Elderslea Maternity in Upper Hutt; now it's a retirement home and she's wondering if she'll go full circle - ha! She is a keen Hurricanes supporter and also loves to spend spare time with friends and shopping. Melbourne is a popular destination, where her sister and brother-in-law live, and always make sure she has a good time. Music – weekend chores have her singing along to some of the golden oldies; Rod Stewart, she is [another] CCR fan, and she confidently claims she can out-decibel the vacuum cleaner with her rendition of 'Ten guitars'!

ABOUT THE INDESERVE NATIONAL SERVICE CENTRE (NSC)

The NSC team is pivotal to the timely receipt, scheduling and assignment of jobs for IndeServe customers, nationwide.

Central to their work is IndeServe's powerful, web-based Service Desk application, ServicePoint. Designed, developed and maintained by IndeServe, ServicePoint keeps a detailed record of every job ever



requested of IndeServe and then managed to completion by the NSC.

The NSC Service Administrators coordinate with IndeServe Procurement, Logistics, Project Management team and Field Services personnel – but most importantly, they are the vital link with you, our customers, providing a responsive, robust line of communication on the subject of any job, from request-to-completion, 24/7!

With an average of 400-500 open jobs at any time and, sometimes, in excess of 2,000 new jobs loaded every month, the NSC team are kept on their toes, including sharing the After Hours duties that allow IndeServe to provide a round-the-clock, personal service to all of our customers throughout New Zealand.

Whilst the phone is a fundamental method of communication between the NSC and customers, so too customers can discretely load requests, monitor work in progress and view their full history of jobs, using a password-secure web browser.

For more information about IndeServe Limited and the National Service Centre, you may link to our website www.indeserve.co.nz or contact a sales representative at wellington@indeserve.co.nz or phone Business Development on 04 560 3414.