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THE SUNDAY TIMES  
**100**  
BEST COMPANIES  
TO WORK FOR  
2015

We're experts in looking after calls  
for the healthcare sector.



**Outsourced Switchboard**

Money Penny Receptionists will recreate the knowledge and confidence of your in-house switchboard operators.

**Digital Switchboard**

The world's first 100% accurate Voice Recognition system will dramatically reduce your switchboard traffic.

**Supporting your team**

Money Penny will answer the calls your own team is unable to get to when call volumes are high or staffing levels are low.

**Business Continuity & Disaster Recovery**

At the flick of a switch, your team here at Money Penny will be on hand to look after calls.

**24-Hour Cover**

Experienced Money Penny Receptionists on secondment to our New Zealand office will provide you with seamless overnight cover.

## Change the way you look after calls

- Reduce costs
- Maintain high service levels
- Become business continuity assured

## INTRODUCING MONEYPENNY

Money Penny has been looking after calls since 2000. We're proud to be the UK's market leader of 24-hour telephone answering and outsourced switchboard services, with a reputation for consistently high service levels and an innovative approach.

Without question, Money Penny is driven by both the extraordinary dedication of our receptionists, and our gold standard Digital Switchboard technology.

As a result, we are more than a telephone answering service, more than a place to work and so much more than a supplier. Through working with you and your team, we will benefit every aspect of your clinic.

## SUPPORT WHENEVER YOU NEED

Whether you require your own trusted receptionist to look after calls exactly as if based in your clinic, a 100% accurate Voice Recognition system, or a completely bespoke mix of the two, Moneypenny will provide you with the right solution.

- Raise service levels and reduce operating overheads
- Optimise your current staffing levels
- Gain out-of-hours switchboard provision, without compromising service levels
- Maintain communications seamlessly and facilitate home working
- Benefit from immediate support during staffing shortages

## YOU'RE IN GOOD HANDS:

Our clients want bright, capable individuals to look after their calls day in, day out. So we handpick our receptionists for their positive attitude and professional approach. We then give them all the training and support that they require – as well as an exceptional work environment and clear career progression.

The result? An extraordinary team of motivated, committed individuals who deliver an outstanding service. This has been recognised by numerous accolades of which we are very proud.

The Sunday Times Best Companies to Work For award, which we have achieved four times, recognises our dynamic and fulfilling working environment and loyal team. So rest assured, your clinic is in good hands.

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## SO HOW DOES MONEYPENNY ACTUALLY WORK?

Callers dial your existing number, and what happens next depends upon whether you've chosen to route calls to your own in-house team, a Moneypenny Receptionist or through to our digital technology. There's a whole host of options to create a seamless service unique to your clinic.

### **Moneypenny Receptionist**

- Recognises your patients, Consultants and suppliers
- Puts calls through to employees, introducing the call or transferring 'blind'
- Takes a message and forwards it immediately via text or email
- Deals with the enquiry herself (deliveries, directions, contact details etc)

### **Digital Switchboard**

- Puts your callers through quickly using Voice Recognition or Auto Attendant
- Is backed up by real people here at Moneypenny – no “please repeat” or incorrect routing
- Can be configured to your exact requirements

## SPIRE SOUTHAMPTON HOSPITAL

*benefitted from overflow support.*

“Money Penny offers the perfect solution. Zoe, our Money Penny Receptionist, is in the background at all times picking up the calls we are unable to get to ourselves. For us, it’s about providing the very best service to our patients. Message quality is exceptional, enabling us to call patients back quickly.”

Claire Oatridge, Business Development Manager.

## STEPBACK COSMETIC MEDICINE

*switched provider to improve service levels.*

“Money Penny got it right from the very beginning. The service is fully integrated with our in-house reception, which means calls can be diverted manually or automatically if we’re unable to take the call. Clients praise the politeness and helpfulness of our reception staff.”

Dr Geraldine McKeever, Medical Director.



# WHERE TO FROM HERE?

Experience first-hand the dramatic effect Money Penny will have on your clinic with a no-obligation trial. For further information please call **0333 202 1005**. Money Penny will provide you with the switchboard solution you've been looking for.

Call **0333 202 1005**  
[moneypenny.co.uk](http://moneypenny.co.uk)





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