



Oracle B2C Service Implementation and Consultancy

About the service

Oracle B2C Service is a leading CRM platform offering out-of-the-box functionality to meet demanding customer management applications. Maximus UK (formerly Connect Assist Ltd) is an Oracle Partner. Our service is end-to-end, from requirements to development and support.

Our consultancy and discovery offering are also available as discrete packages for CRM planning.

Service features and benefits

Features	Benefits
End-to-end project management, design configuration, implementation and licensing services	Proven partner for on-time, on-budget solution delivery
A secure, feature-rich-CRM solution used by both business and government	Balance of high quality with competitive cost
Testing and Quality Assurance	Achieves channel shift toward digital services
On-going technical support	Repeatable, transferable functionality augmented by tailored business processes
Training services for business users of Oracle Service Cloud (B2C)	Transparent costings, timetable and collaborative working style

About Maximus UK

We provide digital technology, CRM and Contact Centre solutions to help organisations and their customers communicate more efficiently and effectively to deliver positive human outcomes

Profile

A specialist Contact Centre business helping organisations deliver quality support to their clients and service users. We do this by providing software solutions, 24/7 helplines, and consultancy services.

Since launching in 2006, we've been supporting some of society's most vulnerable people and became part of Maximus UK in 2021. We've pioneered in our space to become a specialist in helplines, whilst using the most advanced cloud-based communication and



database technologies available to increase our client's reach, efficiency and service delivery effectiveness.

Our social mission has remained a constant, providing meaningful career prospects and growth opportunities to people within our local communities and further afield.

We are:

- **Good to work with**
You will find us collaborative by nature, invested in the success of the solutions we build and willing to take accountability and responsibility for our work.
- **A partner rather than a supplier**
We aim to positively leverage the skills and experience we offer rather than the 'you brief / we do' client & supplier model. Remaining aware the wide stakeholder landscape, we acknowledge our responsibility to create the solutions rather than passively execute briefs.
- **Methodical**
We guide each of our clients through a tailored and methodical pathway, offering effective solutions to deliver their vision.
- **Experienced**
We have been delivering technology solutions since 2006. Our clients include The Home Office on whose behalf we have worked on a range of transformative digital projects.

Technology

Oracle partners since 2012 with a dedicated team of project managers, business analysts, solution consultants, developers and technology support staff. Cloud based, multi-channel comms platform (Five9). We configure, operate and support CRM, Artificial Intelligence and data processing solutions for clients.

Accreditations

ISO 27001 (Information Security), 9001 (Quality Management), 14001 (Environmental), Cyber Essentials Plus. Comprehensive HR, contact centre, safeguarding, business continuity & disaster recovery policies and processes. GDPR / PCI compliant.