

The Client

From last-minute restaurant reservations, bespoke travel itineraries and opera, Quintessentially Lifestyle began life as a 24hr luxury concierge.

Fourteen years later and Quintessentially has expanded to over 60 cities around the world, providing an unbeatable global lifestyle management service including restaurant reservations, bespoke travel itineraries to opera and accessing private schools and tutoring.

Their global team consists of 2,000 Lifestyle Managers, in over 60 offices, speaking more than 35 languages, and providing clients with the ultimate insider, specialist knowledge to bridge the gap between global and local knowledge.

The Problem



For Quintessentially Lifestyle high quality communication is paramount in presenting a brand that is associated with professionalism, luxury and excellence. They needed a conferencing service that represented their brand, offering the same high calibre service level that they expect of themselves.

The service had to be able to expand and grow with the company, while allowing Quintessentially the ability to audit the calls for standard control and re-billing purposes.

The Solution



Call Recordings



Branded Web Portal



Local & International Numbers



High Quality Audio



Cloud Based Solution

SpeakServe was able to create a fully customised solution for Quintessentially, offering full high quality rebranding of the product including invitation emails, web portal and Conference Call greeting.

Given the diverse nature of the business globally, it was important that SpeakServe could supply access numbers (both freephone for their important clients, and local numbers for their own team members) in all the countries where they operate and where their clients live and work.

As a Cloud based solution with numbers available across the global, SpeakServe was in prime position to be able to support Quintessentially's international growth, and with instant online access to call recordings within minutes of the Call ending, SpeakServe could guarantee an easy system to allow auditing and quality control of all Quintessentially Conference Calls.