



Chartered Trading
Standards Institute

Building **Better** Business



Providing an extensive range of business services
to help your business succeed.



The business behind your business.

We can provide the experience and skills that help set your business apart.

At CTSI we are proud of our long history of providing services to government and businesses. From consumer law training to bespoke technology systems and contact centre services, our expertise and highly regarded reputation makes us the perfect partners to help your business succeed.

Our brand is trustworthy and reliable and synonymous in protecting consumers and safeguarding businesses. Alignment with the CTSI brand offers a way for your business to distinguish its offering from that of your competitors.

Our extensive range of business services can help organisations of all sizes. From administration to event management, our far-reaching expertise can support you at any stage on your journey to building a better business.

Business training and education

Whether it's understanding your obligations as a retailer, preventing the sale of under-age goods or improving your customer relations, our dedicated team of experts can help you take your business to the next level.

Our range of customer service and consumer law training provides the knowledge and competency you need to safeguard your organisation against costly legal mistakes and reputational risk. Empowering you to promote best practice and deliver outstanding customer service.

Available training includes;

- Prevention of underage sales
- Customer service
- Preparing for Brexit
- Call and complaint handling
- Regulatory compliance
- Trading fairly

Contact Centre Services

Do you need help handling your customer enquiries or dealing with complaints? Our experienced contact centre team are proud to hold the highly regarded government-backed accolade of Customer Service Excellence, providing assurances that your customer service and reputation are safe in our hands.

We can provide everything from dealing with your basic enquiries to independent complaint handling on your behalf.

Our contact centre services include:

- Call handling
- Legal advice
- Software and platform support
- Customer service delivery and training
- Complaint and escalation handling
- CRM design and integration
- Business continuity
- Quality monitoring and improvement
- Website integration and self-help mechanisms

Technology and digital services

Are your digital capabilities holding you back? With our many years' experience in improving existing systems and managing new projects, we have become experts in solving issues by turning the briefest of ideas in to reality and solving issues.

From reporting customer interaction more efficiently to using the latest online tools to ensure your team are up-to-speed, through our innovative

use of industry leading technologies we can deliver a complete range of online design, development, hosting and digital support services including;

- System design consultancy
- Visual design
- Website development
- End-user training and support
- Security monitoring
- Project management

Communications

How do you make sure your audience hears what you have to say?

Our tailored business communications solutions help businesses of all sizes on their journey to better communications.

Our multifaceted team has dealt with a vast range of clients, including government, businesses and academic institutions and will work with you to create thought-provoking content that people want to engage with.

Whether your aim is to raise the profile of your business or build trust and credibility – there's no substitute for high quality corporate information produced by those who put credibility at the forefront of everything they do.

Our communication solutions cover all aspects of social media and marketing communications including:

- Internal communications
- Social media management
- Survey and engagement
- Video and audio production
- Media relations, training and PR
- Print and content
- Content marketing
- SEO
- Integrated campaigns
- Email marketing
- Newsletters
- Social media training
- Website and digital content management
- Analytics
- Digital advertising

CTSI extensive range of business support services also include:

Auditing and Accreditation | Business Support and Advice | Finance and Administration



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