

How ChorusCX Managed Services & 24/7 Technical Support Can Protect Your Margins and Remove the Risk

Two rounds of government-mandated wage increases. Employer NIC at 15%. April 2027 already scheduled. For CFOs managing businesses with IT support or customer service teams, the employment cost burden is rising with no obvious way to absorb it without cutting elsewhere.

ChorusCX moves that burden off your books entirely. No NIC, no wage floor exposure, no annual surprises. Just a predictable fee and consistent service.

The Cost Problem Most CFOs Can't Ignore

Every support team represents a fixed liability that gets more expensive every year, not because your business is growing, but because the rules keep changing.

- Employer NIC increases add cost with no operational return
- Each April wage rise erodes margins you've already protected elsewhere
- Recruitment, training and onboarding add one-off costs on top of ongoing salary exposure
- Shift premiums and out-of-hours coverage create unpredictable variance
- Headcount is slow to scale up and painful to scale down
- Missed calls and poor out-of-hours experience drive churn that doesn't show cleanly in the P&L
- Blocks or diverts disruptive callers before they reach agents or systems
- Block the behaviour, not the number

ChorusCX replaces all of that with a single, fixed monthly fee.

Ready to Model the Cost Case?

We'll build a bespoke cost comparison based on your current headcount, wage exposure and NIC liability. Talk to us today.

No Employer NIC. Ever.

When you outsource to ChorusCX, the employment relationship ends with us. No NIC liability. No wage floor exposure. No annual surprises when the Budget lands. The tax liability stays off your books entirely, and stays there.

A Cost Line You Can Actually Plan Around

One fixed fee. No variables. No recruitment overhead. No shift premiums. No training spend. Just predictable, enterprise-grade 24/7 support that fits your budget and survives whatever April 2027 brings.

Future-Proofed Against Every April

Wage floors will keep rising. Employer costs will keep climbing. With ChorusCX, those increases are absorbed by us, not you. You're protected from every future government mandate, without reducing headcount, restructuring teams, or cutting service.

No Drop in Quality. No Drop in Coverage.

Your customers speak to technical specialists who understand the product and can actually fix the problem. White-labelled and brand-aligned, callers never know they're speaking to an external team. 24/7 coverage including evenings, weekends and bank holidays. Zero missed calls. Zero frustrated customers.

Full Visibility. Board-Ready Reporting.

Every interaction tracked, recorded and reported. Our team can create dashboards and reporting so you always know exactly what's happening, and you have the numbers when you need them.