

# Utilities Managed Service

DDC Outsourcing Solutions UK (DDC OS) offer an end to end utilities managed service. From emerging suppliers, to established providers, we are experienced in delivering high quality customer services and back office management, supported by extensive industry operations.

In an ever-changing world of technology and customer expectations, outsourced customer service has become much more than answering the phone. The customer experience is directly impacted by first contact resolution, which is improved through back office process efficiencies. Pulling these elements together is what makes a partnership with DDC OS so valuable.

Our approach is designed to:

- Reduce the cost to serve
- Maintain compliance
- To work seamlessly with industry partners
- Create a smooth market entry
- Ease the pains of recruitment and training
- Reduce Risk

## Customer Management

### Multi-Channel

Voice  
Email  
Webchat  
Social Media  
Postal

### Multi-Location

UK  
Bosnia

- Inbound / outbound sales
- Switching
- General enquiries
- Online account support
- Metering
- Payment management
- Bill management
- Debt management
- Annual statement
- Tariff change
- Home mover
- Retention / loss
- Complaint resolution

**FCR**  
**79%**

\*First contact resolution Q3 2018

# Customer Administration

## Multi-Source

Industry flows  
System tickets  
Manual processes  
Third party comm's  
Post correspondence

## Multi-Location

UK  
Bosnia



### Gain / Loss Management

- Flow management
- Switching exceptions
- Home mover process
- Agreed read
- EAC, AQ, SARS, ET's
- Objection management

### Payment Management

- Direct debit review
- Missed payments
- Probate
- Refund processing
- ARRUD & ADDAC tickets
- Repayment plans
- Final payment processing
- Payment issue resolution
- Cheque processing

### Billing Management

- Failed bill resolution
- Draft bill resolution
- Hot bill creation
- Credit adjustment
- Unbilled management
- Paper bill fulfilment
- Final bill production
- Billing exceptions

### Account Management

- Metering
- Site visits
- Settlements
- Renewal process
- Escalated account issues
- Online account support
- Post management
- Print fulfilment

## Complaint Management

- First point of contact resolution
- Escalated & external complaints
- OFGEM compliant
- Goodwill and redress payments
- Dedicated complaints team
- Complaint management software
- Analysis and reporting

## Campaign Support

- Management information
- Business intelligence
- Operational excellence
- System effectiveness
- Change management
- Insight & innovation



To find out how DDC OS can support you get in touch today  
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