

Utilities Managed Service

DDC Outsourcing Solutions UK (DDC OS) offer a modular approach to utilities managed services. 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
- Create a smooth market entry
- To work seamlessly with industry partners
- Ease the pains of recruitment and training
- Reduce risk

The below can be pulled together as an end to end solution, or, as individual elements to support the required areas.

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
+44 (0)1909 488600 | enquiries@ddcos.com | www.ddcos.com