



A DDC OS CASE STUDY

Utilities

Energy Sector

DDC 
Outsourcing Solutions



Customer Lifecycle Solution

It's a Success!

We have reduced

30,000

outstanding billing issues
to less than 100

*Delivering high quality adaptable customer service
and back-office solutions for a Supplier of Last Resort.*

Overview

Due to a Supplier of Last Resort process, this established energy provider was appointed to take on the supply for the affected customers. This was the first time that the market had seen this in around 20 years.

Tackling the process issues straight away was a priority to ensure customer impact was minimised. All areas with backlogs were identified and together, as the outsourcer of choice we built a strategy. As a Supplier of Last Resort, there is no 'instruction manual' or list of steps to follow, so planning and implementing the changes was no easy task.

LARGE WORKFORCE



“

We decided from day one to work in partnership with DDC OS. We found they were completely flexible to the constant changes we needed to make as a business, and within 6 months we were getting the level of performance and service our customers deserve and expect.

”

Clients Needs

DDC OS were delighted to be able to support the client in this and together we began to quantify every backlog and identify customer service issues. The client needed a substantial customer service team to effectively overhaul the position and move forward, so, we transitioned quickly from a team of 70 to 127 full-time employees over a period of 3 months. This recruitment exercise was an excellent example of our ability to adapt to client needs.

A larger workforce meant we could target billing, identifying why certain accounts were not billed, quantifying the debt and then implementing the required fix; completing over 120,000 Direct Debit reviews. This did lead to a huge spike in call volumes that were handled by the expanding customer service team, despite receiving over 17,000 calls in a week.

Alongside this came multiple projects such as, upskilling agents to handle more issues, supported by a new quality control process. The website was improved based on contact centre data to make the customer journey better. This also supported the drive to improve first contact resolution rates from 50% to 79%.



Our Solution Summary



Upskilling quickly to fit client's timeframe for improvement.



Award-winning campaign.



Cost savings and efficiencies.



Industry expertise and consultation.



Quantifiable improvements across the board.

It's a Success!

The First Contact Resolution rate improved by **29%**



Unbilled customer base of 25% reduced to <0.2%.



Reduced contact rates by 20% in around 15 weeks.



Over 120,000 Direct Debit Reviews.



20+ website improvements made for self-serve and issue resolution.



FCR improved from 50% to 79%.

KEY SUCCESS POINTS

in our client's words:

Within 6 months we were getting the level of performance and service our customers deserve and expect.



The Data Solutions Centre,
Manton Wood Enterprise Park,
Worksop,
Nottinghamshire
S80 2RT

☎ 01909 488600

✉ enquiries@ddcos.com

🌐 www.ddcos.com

 [/company/ddc-os](https://www.linkedin.com/company/ddc-os)

A DDC OS CASE STUDY

