



ADDC OS CASE STUDY

Utilities

Localised Energy Supplier

DDC 
Outsourcing Solutions



It's a Success!

Customer Lifecycle Solution

“ DDC OS offered an experienced team and well-managed processes, which helped us put together a support plan in a very short space of time. ”

Overview

Owned by their City Council, this well-established localised supplier provides gas and electricity in a way that is designed to support the local community and keep costs for its customers low.

They offer customers 100% green electricity, and 15% green gas made entirely from local sewage waste. They provide face-to-face service for their customers, and the company has launched a Fuel Good fund to help tackle fuel poverty in the city which raises money when people switch.

A hand holding a glowing lightbulb over stacks of coins on a desk. The background is blurred, showing a person working at a desk. The lightbulb is the central focus, emitting a warm glow. The coins are stacked in four columns of increasing height from left to right. The overall scene suggests financial growth and innovation.

SHORT-TERM PROJECT; ***LONG-TERM IMPACT***

Clients Needs

Due to a rapidly growing customer base, the client experienced the challenge of being able to support the increased volume of customer billing exceptions and needed extra support while the in-house team was being upscaled. Aware of their experience and flexibility, they approached DDC Outsourcing Solutions (DDC OS), specifying that the short-term project needed to be quick impact and focussed on cost and resource efficiency.

Our Solution Summary



DDC OS implemented a plan to reduce the failed bill percentage. Due to our industry knowledge and expertise, we could further analyse the client's billing position and create an efficient and effective plan to reduce the failed bill percentage with the required skills.

As an agile outsourcing partner, we were able to mobilize an experienced team quicker than would have been possible in-house, therefore resolving issues earlier and ensuring the client received funds sooner.

BENEFITS



Adaptable & Flexible.



Reduced Expenditure.



Industry-Specific Experience & Expertise.



Reducing Failed-Billed Customers.



Reducing Cost-to-Serve.



Reduced Number of Complaints.

in our client's words:



DDC OS [...] hit the ground running and delivered exactly what we needed for three months, with all billing exceptions managed well within our standards. We were impressed with their knowledge and understanding of the energy industry as well as the structured account management and day-to-day support.





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

