



# A DDC OS CASE STUDY

## Energy Switching Service

Energy Market

**DDC**   
Outsourcing Solutions



Customer Experience

Quality Multichannel  
CX Support

# Overview

This client is an automatic switching energy service in the UK that takes the hassle out of comparing energy tariffs on the market. They offer an impartial service that searches the UK energy market every day, then automatically switches the customer to the best energy deals. As an energy challenger brand in the competitive switching space, good customer service is of the utmost importance. To support with their growth plans, they were looking to partner with an outsourcer who could offer experience in the CX and utility space.

# Clients Needs

The client wanted to offer customer support across account queries, meter reading support, erroneous transfers, client service queries and processing of account switches. To do this the support would be offered via a multitude of channels including live chat, emails, and outbound calls.





# OUR SOLUTIONS SUMMARY



Teams based in Sarajevo, Bosnia.



Resources flexed to meet demand.



Ticket rate and Customer Satisfaction improved throughout the year in line with the SLAs.



Reopen ticket rate was significantly improved.



CSAT scores improved.



Great line of communication between client and DDC OS.



# It's a Success!



Outsourcing enabled the client to utilise their internal resource in other key areas.



Client reduced internal costs.



Helped to avoid backlogs during busy periods.



CSAT scores were improved from 70.2% to 87.3%.



Reopen rates reduced from 15% to 8%.



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