



ADD COS CASE STUDY

Utilities

SAS Provider in Utilities

DDC 
Outsourcing Solutions



Overview

This well-known, international software provider works with many energy suppliers across the UK. As part of their ongoing support for a particular client, they partnered with DDC OS. This enabled them to expand their offering as DDC OS would deliver against various back office processes.

Having experience with the software was essential; as a key industry partner, DDC OS were able to offer the required level of insight and people to improve processing times and results.

Clients Needs

The back office activities involved debt management, account health checks, and in main, working through customer account issues to ensure bills were issued correctly.

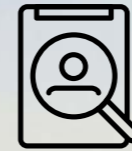
Our Solution Summary



Experienced team of specialists



Ensured once corrected the cycle processed correctly



Identified billing & account issues



Initial focus on Legacy (credit) meters



Investigated issues until a resolution was in place



Hybrid, UK-Bosnia & Herzegovina team.



Benefits

99.4%
Quality Score.



A focus on improving processes to future proof the accounts.



Experience & expertise of the software and services.



Agents exceeded all expectations of speed to competency.

116%
Productivity.



Provided recommendations utilised internally by the client.

41.17%
of ledger funds reunited.



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)

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