



A DDC OS CASE STUDY

Utilities

Non-profit energy supplier

DDC 
Outsourcing Solutions

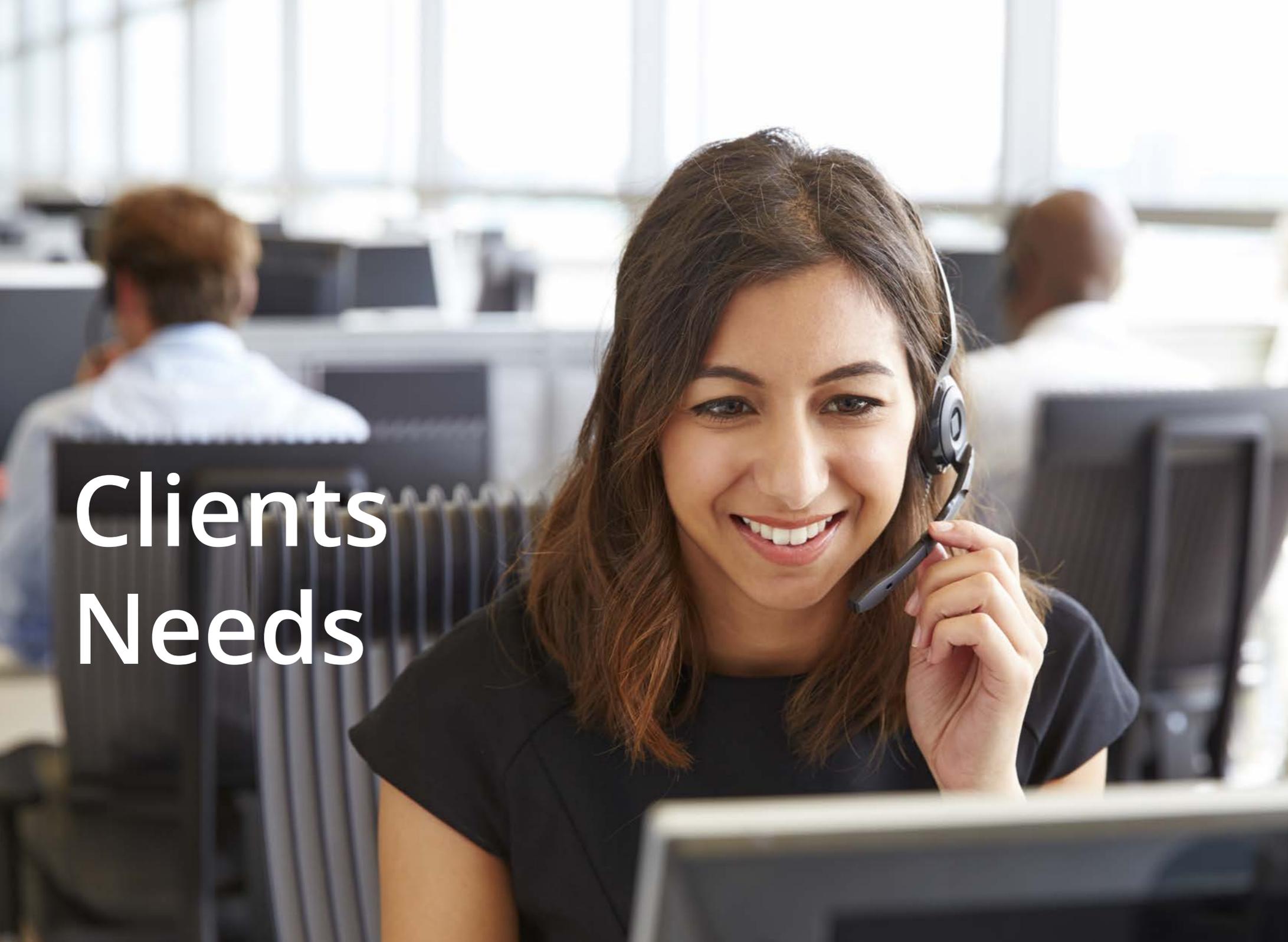


***CUSTOMER EXPERIENCE
SOLUTION FOR A FAST
GROWTH SUPPLIER***



Overview

This client was a new entrant into the energy market and a non-profit organisation. They quickly became a popular provider and, as a result, started experiencing exceptional levels of growth. In turn, the customer service requirements were increased. They began to realise that they didn't have the in-house capabilities to cope with this new demand and that they needed an experienced outsourcer that could quickly and efficiently support them.



Clients Needs

It was essential for the client to partner with a company that had the expertise and experience to handle their growth. Initially, they identified billing and back-office processes as the key areas they would need to outsource. As the white label side of the business began to grow, these requirements included flexible inbound call handling and complaint management support.

Our flexibility and adaptability were a key driver behind why we were chosen. Fast growth can become challenging if the right processes are not in place. To ensure this was not the case for the client, we provided regular business intelligence and reporting to help advise them on not only changes for the processes we work with but also within their internal teams.

Our Solution Summary



Embraced the client's tone of voice to handle contacts effectively, increasing the speed of response, in turn reducing the number of complaints.



Provided a flexible workforce, increasing its size when necessary to handle any periods of heightened activity.



Provided regular business intelligence and reporting to help advise them internally and externally.



Helped the client significantly reduce customer contact by implementing a new communications stream.



Utilising our industry knowledge, we built a complaints process for the client.



Our agents managed billing accurately.



Configured a new email management tool to provide better control and service.



Improved the average speed to answer, improving customer satisfaction.



Front and back-office hybrid solution.



Multiskilled agents to provide efficiency.

BENEFITS



Adaptable and flexible – able to quickly manage fast growth and fluctuating demand.



Focus on continuous improvement, including the client's processes.



Industry-specific expertise used to improve customer experience.



Reduced cost-to-serve.



Extension of the client brand, including tone of voice for a uniform approach.



Reduced customer wait times and complaints, improving customer satisfaction.



Average speed-to-answer and first contact resolution greatly improved.



We have developed a strong working relationship with DDC OS. We are able to utilise the team to not only meet call demands but also work on a range of back-office processes as and when peaks require additional resources.





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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