



ADD COS CASE STUDY

Multi-service Utility Provider

DDC 
Outsourcing Solutions

It's a Success!

Customer Effort Score

+80%



Industry Operations

Overview

This utility service provider supplies over 800,000 customers with its multi-service offering, providing landline, mobile, broadband, gas, electricity and insurance throughout the UK.

They aim to deliver value by providing one simple bill for multiple services.

CUSTOMER SERVICE SUPPORT



Clients Needs

The client had been growing consistently at over 20% year on year, which presented a real challenge in maintaining the high level of service they'd been providing to customers whilst keeping costs lean. Looking to recruit experienced energy specialists independently was proving difficult, and this led to them identifying an outsourcing partner to provide customer service support. They required a flexible model with a provider that really understood their objectives, and that's where DDC OS was able to come in.

Our UK locations and options for future nearshore and offshore facilities were key, alongside our extensive experience in utilities and ability to quickly recruit and train high-quality customer service agents.

Our Solution Summary

The solution included the following services:



Multichannel inbound customer service.



Flexible teams to handle peaks.



Back-office process support.



Complaint handling.



Extensive utilities experience and expertise.



Delivered in the UK across 3 sites, supported by remote working.



Proactive outbound issue resolution.



It's a Success!

9/10

customers would recommend our advisors.

Client Quote



"A great outsourcer is one that takes time at the start of the project to understand your objectives and your needs, and they are seen as an extension of your business, which is exactly what we have with DDC OS."



KEY SUCCESS POINTS



Rapid growth from 40 FTEs to 135 FTEs in three months.



New customer line average speed to answer, <30 seconds.



Maintained NPS at +30, despite extensive growth and typically challenging winter period.



Average speed to answer <2 minutes.

9/10

of customers would recommend our advisors.

+80%

Customer Effort Score.



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