



# A DDC OS CASE STUDY

# Utilities

SaaS Provider in Utilities





## 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





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