



# A DDC OS CASE STUDY

## Telecoms

Broadband  
(& Multi-utility)  
Provider

**DDC**   
Outsourcing Solutions

# Overview

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This broadband provider offers a range of packages and broadband speeds to customers across the UK. Their competitive prices, unlimited usage, exclusive rewards, and award-winning service are leading to extensive growth.

This all comes alongside their other utility services, including energy supply - giving customers great value bundle options.

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Customer  
Support



It's a  
Success!  
CSAT has increased  
8.6%



# HIGH-QUALITY SERVICE



## Clients Needs

The broadband team were facing new challenges due to the acquisition of a large provider, creating high volumes of demand and inherited backlogs. To support with this, they required an outsourced team to ensure their customers received a high-quality service with minimum disruption.

As DDC OS was successfully supporting this brand with other services, the client chose us to continue to help them in their new growth phase.

# Our Solution Summary

Working alongside the client's existing in-house team, DDC set up a customer service offering to support the client's aim of improving customer experience by implementing an inbound and outbound call strategy.

The successful impact on customer experience led to the client increasing the size and scope of the team and engaging with DDC to launch a **technical support function** and trial an **asynchronous chat solution** with great results.



**Located in:**  
Bosnia  
& Herzegovina



**Team Size:**  
197 (inc. 10% flex for  
peak management)



**Coverage:**  
Monday to Saturday  
8am - 8 pm  
(Sundays 9am-6pm)



**Delivering:**  
Customer Service, Technical  
Support, Compliant  
Resolution, Back-office Tasks



# It's a Success!

NPS has seen an increase of c.200%



## KEY SUCCESS POINTS

By collaborating with the client on a range of improvement initiatives, we have:

- ↓ Reduced speed-to-answer.
- ↓ Reduced AHT.
- ↑ Increased FCR.
- ↓ Reduced complaints and the associated handling times.
- ↑ Increased the resolution rate, NPS & CSAT.

**8.6%**

Increased CSAT

**9%**

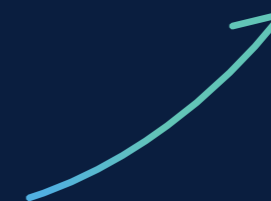
Increase in the resolution rate

**c.200%**

NPS increased

This has been achieved in collaboration with a new quality and coaching framework, which we built in partnership with the client and has driven not only more meaningful interactions but has increased compliance adherence by 11%.

**86%**



**95%**



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