

CASE STUDY:

Business Services Transformation

UK Gas Utility

Overview

The customer's objective was to be the sector leader in the area of customer services through improved customer experience, job satisfaction for back office personnel and cut down total turn around time for generating quotes for their connection business

Enzen was engaged as systems integrator to lead the business transformation initiative and deliver end to end customer services automation

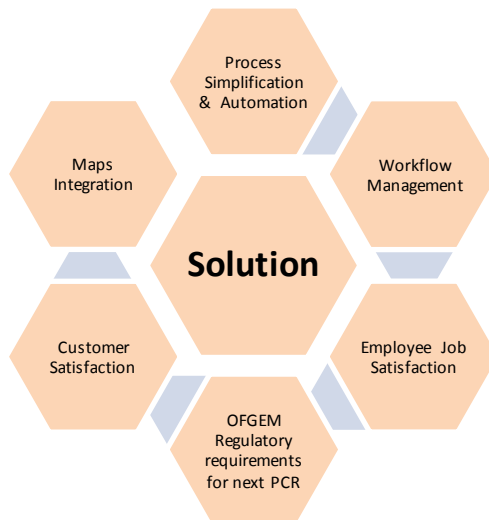
Highlights

- Adopted a Business Transformation approach to deliver the IT Solution
- Customer experience for Domestic and Large customers were differentiated
- Stringent cycle time reduction achieved by benchmarking against other industry sectors

Background

The customer has been one of the best gas distribution networks at delivering good customer services. By 2009, it had achieved significant improvements in the areas of New Connections and Customer Services. Customer realised that with impending tightening of service levels and uptum in new connections, it needed to enhance customer service experience by improving process efficiencies.

Enzen was engaged to deliver the Business Services Transformation programme over SAP CRM platform. Enzen adopted a Business Aligned approach to IT in order to deliver desired business benefits to the customer and focused on the following objectives before finalising the IT solution.



How Enzen helped the customer

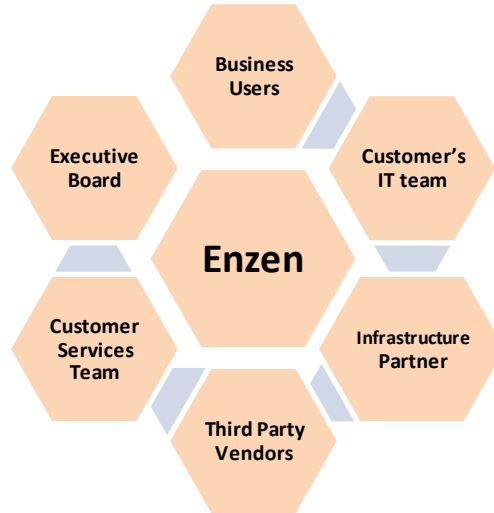
- Reduced overall Connections cycle times by 33 %
- Better and further proactive communication with the customer
- Minimize compensation payments for breaches of standards
- Reduced process inefficiencies that lead to high cost, poor service and customer dis-satisfaction
- Provision of cost reflective estimates for all types of quotes
- Providing opportunities to redirect surplus staff onto other activities, by creating the headroom to deal with an expected uptum in new connections

## Key Benefits

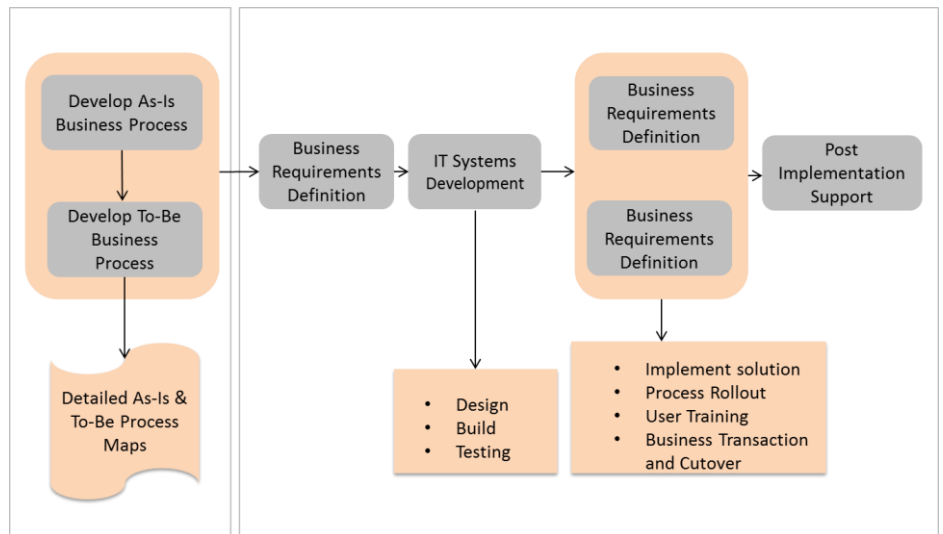
- Improved Customer Service & Experience
- Reduced overall cycle times to provide quotes, take payments and book appointments
- Improved employee satisfaction enabling customer to be recognised as an organisation that is “easier to do business with”

## Approach

As the lead systems integrator, Enzen took complete ownership for the delivery of the project including end to end stakeholder management, liaising with the business and IS teams and the product vendors



The end to end process in delivering the business transformation is described



The solution offered the following key features to the connections business users

- Automatic Quote generation
- Online quote request and payment
- Single sign-on to other front office systems
- Business configurable enhancements
- Traffic lights for visibility on adherence to standards

