



Case Study: Northern Ireland Electricity



The Challenge

Northern Ireland Electricity (NIE) is the largest company within the Viridian Group and is responsible for the distribution of electricity throughout Northern Ireland. NIE services 700,000 customers and manages a significant level of customer service calls.

During a season of severe storms and inclement weather, customer service calls increased dramatically and NIE was faced with the challenge of improving their handling of these service calls. In response to the challenge they announced a £2 million investment in new communication technology to enhance its trouble shooting call-handling capability. ICL co-ordinated the overall solution, but turned to Kainos to provide the crucial customer relationship management (CRM) component.

What our client said

“We are delighted with the new system. Our investment in the call handling system enables us to satisfy and, indeed, exceed our customers’ expectations – a vital benchmark for us to meet as we prepare to enter new and competitive markets.”

Harry McCracken,
Managing Director, NIE

The Solution

The CRM solution developed by Kainos for NIE includes;

- a call handling system with virtual communications centre over three sites
- integration to NIE’s legacy systems such as billing, fault reporting, accounting, and new appointments
- an easy-to-use front-end software application that provides NIE customer advisors with easy access to all customer data

The Benefits

Using Kainos support services, the following benefits were realised:

Excellent customer service - the call handling system provides a single point of contact for its customers. This means that NIE can identify faults rapidly and provide more accurate information on progress around queries.

Increase efficiency and productivity – previously NIE could only handle 5000 calls per hour. The new call handling system can handle 20,000 calls per hour.

Reduce costs - NIE has been able to rationalise its workforce from thirteen call centres to three, while at the same time increasing the quality of their customer service.

Contact

e. info@kainos.com
w. www.kainos.com

Belfast

4-6 Upper Crescent,
Belfast, BT7 1NT
t. +44 [0] 28 9057 1100
f. +44 [0] 28 9057 1101

Dublin

6-7 St. Stephen’s Green,
Dublin 2
t. +353 [01] 636 9000
f. +353 [01] 636 9001

London

83 Baker Street,
London, W1U 6AG
t. +44 [0] 20 7409 7771
f. +44 [0] 28 9057 1101

Gdansk

Centrum Biurowe Gnilna 2,
Ul. Gnilna 2, Gdansk
t. [+48] 58 766 7585
f. [+48] 58 766 7586