

Overcoming Unexpected Operational Challenges



Operating in the utilities industry is complex and can often mean suppliers face unexpected challenges.

Independent energy suppliers have strong visions and dynamic business strategies. They want to stand out from the crowd, do things differently, provide excellent customer service but keep both their prices and their cost to serve down. However, the operational challenges can often stifle progress and growth.

We can help steer a course through the common operational scenarios that influence your business' performance. Do you recognise some of these issues in your operation?

Growing backlogs and spiralling resource costs. Your vision for a seamless and automated customer journey now needs an army of un-budgeted resources. Your hard-working teams are failing to keep pace with the exceptions in your processes.

Being taken by surprise by Industry Change. You're unsure about the industry changes ahead and whether you are ready for them. You aren't confident in your Smart Programme, or your participation in consultations such as Supplier Hub and Half Hourly Settlement arrangements.

Settlement performance degrading as you grow. You have focussed so hard on processing new customers and generating growth that you now have settlement challenges.

Conflicting versions of the truth. You're not confident in your management information. You have conflicts across your management reports and you have mismatches between your core system data and other industry data.

Customer contact is out of control. You have more customer contact than you expected and you don't have the time or skills to understand the root of the problem.

Missing key industry data. Your billing performance at first bill is not meeting your own KPI's due to missing meter technical data or agreed read information.

Limited operational reporting and analysis. Your operational teams have a backlog of exceptions but the team managers don't know which ones need to be worked urgently and which ones are just for information.

Unsupported and uncoordinated systems. Your business operates on a number of un-supported sub databases because core systems don't deliver in all areas.

If your business suffers from these problems, we have that have a breadth of knowledge gained from experience in large and small suppliers and can provide practical help to assist with the challenges of delivering efficient and high-quality customer service operations.

We are experts in the Energy Market Arrangements and can provide support on an interim or longer-term basis, or even on a flexible call off basis. We adapt to suit the needs of your business.