

SWORD

UPGRADE YOUR BUSINESS

SwordCiboodle



ScottishPower The Perfect Process Partnership

Suppliers of gas and electricity to over 5 million homes and businesses

The Challenge

ScottishPower operates in a highly complex, regulated and volatile industry. Over the last 20 years they have faced many challenges including privatisation, increased competition, regulation and the emergence of new communication channels.

The Solution

Sword Ciboodle has been ScottishPower's chosen technology and process delivery partner since 1995, and has built a strong, long-term relationship through successful implementations of business process improvements. Almost 10 years into a 6-sigma programme, with over 100 black belts, ScottishPower adopts a process driven approach, creating great synergy between both organisations. Sword Ciboodle was initially involved in the consolidation of ScottishPower's nine contact centres into one, and over the last 15 years has continued to enhance this operation. During this time, Sword Ciboodle has been involved in over 25 projects across the business and implemented a range of solutions for the contact centre and back office addressing process inefficiencies, waste and repetition.

For example, Sword Ciboodle power ScottishPower's online service channel which has become a strategic channel for service, retention, loyalty and cost reduction. Sword Ciboodle is also deployed for enterprise workflow processing of complex long running customer service processes, including: change of supplier, moving home, debt follow up and customer registration. Sword Ciboodle's rapid solution delivery, often in as little as 10 weeks, allows ScottishPower to achieve real results quickly.

The Results

Sword Ciboodle has enabled ScottishPower to deliver a consistent brand and service level across multiple channels, exceeding regulatory service standards. They have also been able to achieve targeted cost savings and efficiency improvements, including a reduction in training time and improved employee attrition rates. ScottishPower has achieved competitive advantage through business agility and process innovation, gaining control and insight into its processes. Furthermore, the solution has allowed historically disparate functions, including: sales and marketing, customer establishment, billing, customer service and credit management, to become more joined-up. Today, Sword Ciboodle continues to support ScottishPower's drive to increase productivity and deliver exemplary customer service across a suite of industry-specific processes, multiple channels and back office functions.

Benefits

Web-based self service reduced inbound calls by 25% and emails by 40% within one week

Unified agent desktop in the eContact centre reduced training costs by 50%

Correspondence handling solution reduced complaints to regulator by 30% in one year

Solution Highlights

Users: over 3000

Channels: Contact centre, voice self-service (IVR), web self-service, email, whitemail, field agent

Processes Include: Change of supplier, customer acquisition, fault management, collections and debt recovery, registrations, meter reading entry, billing enquiries and amendments, back office processing

Integration: Microsoft Exchange, Genesys, Asterisk, Avaya, Solve/SE, Debt Manager, Active Directory, MSP for billing, metering systems

*“Sword Ciboodle’s **advanced case handling capabilities** have allowed us to significantly improve the way we manage work right across the business. Cases are easier to handle and are closed quicker, meaning interactions are more efficient for us and our customers.”*

Neil Clitheroe, Director of Customer Service, ScottishPower

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