



TRILLIUM

SUCCESS STORY:

Utility Company

Engagement: Customer Relations

Trillium Helps Utility Company Improve Customer Relations

Trillium was contacted by a large public utility company that was having issues with customer relations. These issues caused the Client to seek outside assistance in reviewing and improving its current customer relations process, and to determine a new, standard customer relations approach moving forward.

Challenge: *Issues surrounding the Client's automated and manual methods of handling customer relations to report outage information for both residential and commercial accounts*

Trillium's Client had challenges with its customer relations for outage information. The Client was using a non-secure social media platform for notifying its customers about outages. There was no real process for the notifications, and no differences in notifications for residential and commercial accounts, in spite of them having different revenue and volume models. Because the Client's Information Technology (IT) Department had no personnel handling customer service applications and the Client had an undertrained call center staff, there were few internal options for the customer service area. Staff was also challenged due to retirement attrition. In addition,

Our Client

A Major Public Utility Company

The Challenge

The Client needed structured methods for customer relations for both its residential and commercial accounts

How Trillium Solved It

Trillium assessed the current customer relations process, performed a requirements and staffing analysis, and implemented a new secure customer service platform and processes for the Client's commercial and residential accounts

Results

Deployment of a secure, cloud-based customer relations application for residential and commercial accounts

Customer service was enhanced by bringing in and training staff

Ability to contact its customers securely for any communication needs

Process mapping document can be changed as processes and systems evolve

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automated (“smart”) meters were being installed throughout the Client’s customer base, further stretching the existing support staff. All these issues caused problems for the Client, especially given the regulatory nature of the utility and the attendant need for structured processes.

Client Management was proactive and determined they needed to address these issues immediately.

Trillium Solution: *A current state roadmap of customer relations, followed by process, procedural, staffing and technical solutions to change the Client’s environment*

The Client engaged Trillium to review and assess its customer relations processes and technology, along with its staffing issues, and recommend a path forward. The analysis included:

- Creating a current state roadmap of customer relations, identifying process gaps and staffing gaps
- Generating use cases and requirements for a new customer relations platform, documenting the specific needs for residential and commercial accounts
- Researching potential customer relations platforms that met the Client’s requirements
- Coordinated needs for additional contact center staffing along with training for them as well as existing staff
- Updating the roadmap with new customer relations processes
- Deploying a cloud-based customer relations platform satisfying the Client’s needs

Results: *Introduction of the new customer relations platform along with staff augmentation and training added efficiencies and updated processes*

Trillium’s Client proactively addressed the customer relations environment by introducing a new platform, processes, and enhancing its staffing. Results included the following:

- A cloud-based application was deployed for the Client’s customer relations both for commercial and residential customers
- Processes were developed for training and bringing in customer relations staff as needs changed, enhancing customer service
- The Client’s ability to contact its customers securely for any communication needs
- Process roadmap became an updatable document to use as processes/procedures are added or changed

The project allowed the Client to update systems and processes with its new cloud-based platform, as well as bringing in new trained staff, with a sound foundation going into the future.

About Trillium

Trillium Solutions Group, Inc. is a professional services firm headquartered in Chicago that provides technology consulting and strategic sourcing services for industries such as trade associations, financial services, legal services, utilities, telecommunications, and healthcare. For more information, please visit www.trilliumsg.com.