

Transformation Initiative for Productivity & Growth

Client: Mid Sized Utility vendor / North Africa & Middle East

Context

The client is deep lack of integrated view of operations because of disparate processes across the various functions. Lack is visible in energy procurement process, consumption computation, billings and charges settlements, sales, contracts management and service management. The client wants to proceed to a major transformation of those critical functions to reduce costs, provide tailored services to customers and drive for sustainable growth.

Solution Approach

- Transformation Levers identification
- Simplification and Harmonisation initiatives for networks (planning & maintenance), operations (channels, logistics, inventory, distribution) sales (marketing, customer management) and finance (assets, investments, procurement, controlling, reports)
- Customer experience improvement (surveys and analysis)
- Performance Metrics Portfolio & KPI's
- Service catalogue redesign with Service Level Agreements and Service Level objectives
- IT tools modernisation

Results

- Optimised business operations
- Sustained Customer satisfaction improvement from 52% to 87%.
- Improved productivity of all business units and functions
- Continuous measurable performance
- Effective investments
- Increasing market shares
- Employee strategy adoption