

Case Study 2: Enersource

Challenges:

- Hire and manage staff to provide customer support service to 164,112 Enersource customers.
- Deregulation created a great deal of uncertainty.
- Labor Union in Ontario.
- Increase customer service scores.
- Call Migrations from Enersource (Canada) to ProCore (Georgia).
- Customer Service Representatives Dialects.

Goals:

- Maintain call abandon rate below 5%; Answer 80% of calls in 30 seconds or less.
- Seem-less call transfer.
- Exceed client expectations relative to service.
- Revamped training to streamline the process.

Solutions:

- Detailed Performance Plan & Timeline
- Defined Hiring Criteria and Process
- Training
- Performance Management

Results:

- 2.1% abandoned
- 90% <30 seconds
- Avg. speed of answer 22 sec.
- Consistently met Ontario Energy Board standards for call handling

Quotes:

“Since 1997 our customer base has grown 221%, our number of customer contacts has increased 433%. ProCore Solutions has helped us manage our cost to support our customers. Since 1997 while the cost of living has increased more than 15%, our cost per call has increased only .003%.”

**- President/CEO
Energy Service Provider**

“ProCore contractors are more productive and have raised the productivity of my workforce.”

**- Supervisor Credit Collections
Major Utility Company**

“We have been able to reorganize and redirect our critical workforce to better serve our customer base. Over the last year our level of customer satisfaction has increased more than 8%.”

**- Manager Member Services
Major Utility Company**

Survey Results:

Survey was compiled by independent third party company, contracted by our client to track customer satisfaction. The following table reviews some of the key

Category	Year End 2001 (%)	Year-to-Date 2003 (%)
Positive Comments	81	91
Professionalism	70	84
Quickly Responds	54	75
Knowledgeable	58	71
Overall Satisfaction	70	84

First Call Resolution:

An independent survey indicates that, 98% of our clients' customers, service issues are resolved with one call.