

Case Study

**Panviva partner
provides “Stellar”
customer service
with Upland
Panviva.**



INDUSTRY
Utilities

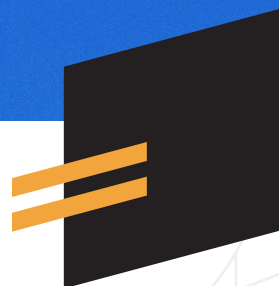
COMPANY

Simply Energy Australia
Melbourne, Australia
simplyenergy.com.au/

The retail arm of ENGIE in Australia, Simply Energy provides affordable energy solutions to more than 670,000 customer accounts.



Simply Energy used Upland Panviva partner Stellar to manage expansion through a new operations center. Stellar oversaw change management processes and now takes care of Simply Energy customers across the customer lifecycle.



How can you expand your business without sacrificing accuracy and customer service?

A new operations center brought new challenges.

Simply Energy was opening a new operations center to support its planned entry into the Victoria, Australia energy market. In the process, challenges arose, including maintaining consistent up-to-date information and ensuring the processes for front-of-house customer interactions and back-of-house administrative transactions were followed correctly.

The company also needed to provide best-in-class customer service in a highly competitive environment, reduce data entry rates, and increase efficiency and workload traceability.

GPS-level support from the Panviva knowledge system.

To ensure efficiency and the quality of the customer experience, the team turned to Panviva partner Stellar, which implemented Panviva for Simply Energy. Like a car's GPS, the Panviva system knows exactly where the agent is going and provides fast, consistent, accurate information—and a superior service experience.

"Stellar's expertise in managing customer relationships has enabled Simply Energy to maximize the benefits of improved customer service interaction through greater customer insight. The management of Simply Energy's customer life cycle is in reliable hands."

Simply Energy found a partner that could manage change and care for customers throughout their journeys.

A robust approach to change management keeps processes running smoothly.

The Panviva implementation included five full-time process associates who authored new documents. On an ongoing basis, Stellar has two full-time process associates who author new and update existing documents as industry and client changes occur. Stellar has a robust change management process to understand the full impact of change, including two dedicated change associates who work closely with key stakeholders within the business to efficiently scope requirements for all change requests.

An end-to-end customer solution.

The initial relationship between Stellar and Simply Energy began with just ten agents. Today, Stellar has 350 agents in three locations in Australia and the Philippines, providing Simply Energy with an end-to-end customer solution based on Panviva's knowledge management solution.

Stellar uses Panviva during training to ensure that new trainees come to rely on Panviva for all knowledge, replacing the tribal mentality of passed down information. The analytics tools analyze how the agents are using the system, enabling targeted training and coaching programs to close any skill gaps.

The centralized and integrated knowledge repository has ensured Simply Energy can mitigate operational compliance risks and improve customer insight and business through quality monitoring. Stellar has met or exceeded its SLAs and increased engagement, accuracy, and completeness scores.

Results for Simply Energy

25%
reduction

In average call-handling times

50%
reduction

In floor support

60%
decrease

In speed to competency

upland
Panviva

For more information visit: <https://uplandsoftware.com/panviva/>

Upland helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job specific workflows that major cloud platforms and homegrown systems don't provide. We focus on specific business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our 1,700+ enterprise customers. To learn more, visit www.uplandsoftware.com.