

upland Rant & Rave

## Case Studies

**UK  
Power  
Networks**

# Plugging into customer engagement

Since using [Upland Rant & Rave](#) UK Power Networks has...



Gone from capturing 400 items of feedback to over 17,700 pieces of feedback a month



Achieved 100% staff engagement with all agents logging in within a 30-day period



Achieved a Customer Satisfaction Score of 8.84



Recovered all customers giving a score of 8 or below



Achieved a response rate of 28%



Seen customer satisfaction rise by 10%



Gone from a 20-day lead time for survey results to instant real-time feedback



Received scores of 10/10 from 34,000 customers



Empowered agents to make good will gestures such as gift vouchers, head torches and even text message updates on the football scores to help improve satisfaction



Introduced employee 'hootenannys' where prizes and incentives are awarded for those delivering a superior customer experience



Rant & Rave has allowed me to change my business to make it more customer-focused. When you're getting the level of insight and detail that I'm getting out of my Rant & Rave dashboard it's an easy job to convince the company to invest in the customer experience.

Alex Williams | Contact Centre Manager | UK Power Networks



## Who is UK Power Networks?

UK Power Networks is a distribution network operator for electricity covering South East England, the East of England and London. It manages three licensed distribution networks which together cover an area of 30000 square kilometers and approximately eight million customers.

[Watch the video case study to see more](#)

## Why Rant & Rave?

On its mission to become truly customer-centric, UK Power Networks implemented the Rant & Rave Platform to capture a greater quantity and quality of insight. As a distributor, it's only contacted by customers when things go wrong, such as a power cut or an access issue and as it operates in a regulated industry, it's key to get things right for the customer and take action before issues turn into complaints.



**What's really important for us is the emotion over survey. It's not just about surveying customers, but understanding how they felt about that contact, and making those interactions really engaging in the moments that matter. Upland Rant & Rave are an absolute joy to work with. We've always been kept up to date, and we've been able to really mold that solution so that it works for UK Power Networks.** ”

**Sam Fuller** | Head of Customer Service | **UK Power Networks**

## The Solution

The Rant & Rave Platform has not simply given UK Power Networks the ability to capture real-time customer feedback, but also provided it with a destination for its 300 agents to track customer satisfaction scores, call volumes, response rates and insight. UK Power Networks is so dedicated to doing the right thing for the customer that it's even introduced a recovery loop, with the resolution team calling customers that give a score of 8 or below.

## Are you ready to become a Raver?

Whether you're ready to get started or would just like a little more information, our team are always on hand to help.

Call us on **+44 (0)2476 011 911**  
or email us at  
[rantandrave@uplandsoftware.com](mailto:rantandrave@uplandsoftware.com)

[uplandsoftware.com/rantandrave](https://uplandsoftware.com/rantandrave)

The Upland logo, featuring a white curved line above the word "upland" in a lowercase, sans-serif font. The background of the right side of the page is a photograph of a crowd of people with their hands raised in the air, suggesting a concert or a large gathering.

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