

Evergreen Transforms Customer Request Management for a Top U.S. Utility Provider



ABOUT THE CLIENT

Our client is a major U.S. gas and electric utility provider, delivering clean, safe, and reliable energy to nine million customers across the Southeast. They're dedicated to innovation and providing affordable solutions across a broad range of energy sources.

Challenge

The client needed immediate support to establish customer profiles and manage over 25,000 emails related to start, stop, and transfer requests for electric service in single and multi-family homes.

They were looking for a partner who could manage the entire project—from recruitment and onboarding to workforce administration and retention. This partnership also had to ensure quality assurance (QA), conduct high-level performance management, and drive innovation and process improvement throughout the program's lifecycle—all while keeping strict control over a limited budget.

Solution

Evergreen stepped in and took charge of managing the project, handling customer responses and driving the service request backlog down. Our approach was multi-phased and strategically leveraged both our onshore and offshore delivery capabilities to enhance speed, reduce costs, and scale effectively.

In phase one, we quickly assembled and trained an onshore team to expedite service delivery. This team was operational within a month of our proposal. In phase two, we built and onboarded an offshore team while the onshore team continued operations. We gradually reduced onshore resources, retaining 20% of the team so our client had the option to hire them full-time, and adjusted both agent and leadership resources to meet workload needs and program oversight.

Throughout the process, we revamped and improved training with augmented support and boosted quality through a meticulous QA cycle.

Our Success So Far

27,820

Total Service Request Emails Processed and Counting

1,915

Emails Processed by Our Top Offshore Performer in July 2024

2,957

Emails Processed by Our Top Onshore Performer in July 2024