



DIGITAL DEXTERITY & RESILIENCE HELPED US REBOOT CX WITH SPEED & SCALE

COVID-19 struck businesses with unprecedented force. It was complex. It was unpredictable. Amid this chaos, our focus for our client, a global Energy and Utility (E&U) company, was laser-sharp. To provide uninterrupted service to its customers – with swift and effective responses to queries and complaints. Equally important was our commitment to our employees – keep them absolutely safe and confident to give their best.

Strategy, speed and scale came together as we set about accomplishing this mission in three purposeful stages. In stage one, our special task forces swung into action, forming remote and Work-from-Home (WFH) teams, and moving computers and laptops in record time. In stage two, we accelerated our velocity to reach the business-as-usual stage, without missing a beat. In the final stage, we aimed for outperformance.



Nearly **500 skilled employees** moved to a WFH mode in record time



Our efficient digital communication platforms seamlessly blurred the lines between in-person and virtual engagement. A Virtual Private Network delivered easy access and seamless integration of the remote teams – **with strict data security**



From general enquiries to smart meter queries to tariff clarifications to complaints management and handling of customer variability, **our teams offered unstinted support to customers** even as lock-downs and restrictions were imposed across the globe



Insight-driven and hyper-personalized conversations helped address the concerns of customers, especially vulnerable consumers, with empathy. Making all of this possible was our expert capabilities in the E&U domain, digital technologies, analytics and intelligent automation



Enveloping our efficiency was the protective cover of **100 percent security — safety for employees and meticulous information security** — even in remote working environments

Agility, resilience and digital dexterity enabled steadfast support to nearly 1 million customers. As a result, the company's Net Promoter Score registered significant improvement.

At WNS, this is what we do. We enable E&U companies to guarantee exceptional customer experience. They trust our domain, digital and analytics expertise — underpinned by operational excellence.

Read more success stories at:
<https://www.wns.com/insights/case-studies>

