

EXCEEDING CUSTOMER EXPECTATIONS

BRISTOL WESSEX BILLING SERVICES UTILISES 'VIEWPOINT' TECHNOLOGY

CASE STUDY

FACTS

Bristol Wessex Billing Services Limited (BWBSL) provides water and sewerage billing services to customers based in the west of England.

BWBSL currently bills 1.1 million customers and handles an average of 80 thousand enquiries per month. With such demanding volumes, the company needs to ensure high levels of customer service, aided by efficient systems.

CRITICAL ACTION

To help BWBSL to better achieve this, Computershare suggested the implementation of its proprietary document sharing platform, Viewpoint. Viewpoint provides call centre agents and back office staff with the ability to instantly view, online, the same documents that the customer has received via post (primarily a water bill or statement).

In addition, Viewpoint also allows agents to re-send documents at the touch of a button, cutting down on costly administration.

RESULTS

In six months, 1.25 million BWBSL document images have been saved onto the Viewpoint system. This has resulted in over 70 front line staff being able to discuss bills more comprehensively with customers and provide a higher standard of customer service.

Viewpoint also helps over 40 back office staff deal with written correspondence from customers.



"We undoubtedly provide an improved customer service experience as a direct result of Computershare's innovative document sharing platform, Viewpoint."

Gary Barnes, Billing Manager, Bristol Wessex Billing Services Limited

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