



Western Power Distribution

“Working with Square Systems on this project gave us the ability to make rapid progress at the same time as developing our in-house skills. One of our key objectives was to remove our dependencies on external organisations to provide information to customers. With help from Square Systems, we now have a system that is effective and totally under our control.”

Chris Andrews, Project Manager, WPD

The company

WPD is the electricity distribution network operator for the Midlands, South Wales and the South West delivering electricity over a 55,300 sq kms service area to over 7.6 million customers.

The challenge

WPD required a system that provided regular updates to incident-affected customers, reducing the need for customers to pursue contact with a live agent over the telephone. The system therefore needed to interface directly to the fault management and maintenance systems that monitored the major substations on their distribution network. WPD were also particularly keen to be able to maintain and support the resultant systems in-house.

The solution

The consultancy provided by Square Systems resulted in the development of an IVR system that was able to meet high demand whilst providing accurate and current information. By working side-by-side with WPD development staff, Square Systems were able to help create a system that could be maintained, supported and developed further in-house.

The benefits

- Square Systems were able to respond to the urgency of WPD's request and make rapid progress towards a solution.
- The thorough consultancy offered by Square Systems led to substantial knowledge transfer to WPD's technical staff.
- The system that was developed could be maintained, supported and further developed in-house.

About Square Systems and Opinion8

Square Systems has been providing independent technical services to contact centres and other companies since 2001. They created and manage:

- Opinion8 – a market-leading, survey offering providing IVR, Voice of the Customer telephone surveys, web surveys and SMS surveys with unified online reporting.
- Audio-Sense – UK-based transcribers provide a bespoke, multi-lingual transcription service at a competitive price.

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