CASE STUDY

Sagacity
Part of **Accenture** Song

Debt Reduction Programme for B2B Energy Provider

Client
Energy Supplier

Debt Reduction

Client Problem & Impact

Our energy client was experiencing unsustainable levels of 120+ day debt that was increasing month on month.

Significant collector performance issues, inefficient operational processes, legacy system issues and poor quality customer data were contributing to ongoing bad debt.

Data Quality

Change of Tenancy

Debt Task Force

How Did Sagacity Help?

To address the client's challenges, we mobilised a combination of our platform solutions, specialist analysis capabilities and our credit and collections expertise to launch a series of improvement initiatives.

We delivered rapid credit and collection improvements including:

- implementing a new credit checking solution
- cleansing the customer data
- enhancing the Change of Tenancy process
- updating customer correspondence
- establishing and trained a Debt Task Force to accelerate collections
- strengthening the dialler and operational processes
- creating a process to accelerate dispute resolution
- introducing agent incentives

Outcome & Business Benefits

£1.3m reduced debt in 12 weeks

In just twelve weeks, our initiatives reduced debt by over £1m. During this same period, we established reporting to track and measure the improvements on an ongoing basis.

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