CASE STUDY

Sagacity
Part of **Accenture** Song

Transforming into a Value Based Organisation

Client

'Big Six' Energy Supplier

Value Based Managment

Client Situation & Impact

Our 'Big Six' client supplied energy to Corporate customers and wanted to understand if their customers with a contract value in excess of £1m per annum were generating positive contributions towards their financial position.



Margin Improvement



Value Model and Analytics



Process Improvement

How Did Sagacity Help?

By deploying our Value Model solution, data analytics and deep dive into operational processes, we discovered the following:

- Each of the contracts exceeding £1m had more than 50 sites in their portfolio which required a high level of manual effort to service each account
- Our client's billing and CRM systems did not support a Corporate accounts structure, resulting in manual intervention to produce bills
- The margin generated by each contract was eroding the contribution to the financial position

Outcome & Business Benefits

£12 opex saving

Our Value Based Management solution recommended a revised operation model to support Corporate customers and generate the required return on investment.

Based on the business case we developed with our client, they initiated a programme to proactively close the existing contracts over the following 12 months.

In parallel, they implemented systems and operational improvements allowing them to re-contract with corporate customers.

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