

A dynamic player in Utilities

Building the powerhouse of tomorrow

Case Study

Utilities

Business Transformation programme to improve existing processes and facilitate growth

Company Name: n/a

Location: Europe

Sector: Utilities

Function: Retail, IT, HR, Risk, Finance, HSE, Procurement, and legal

Business Challenges: Post merger integration with focus on customer satisfaction, cost reduction and cultural alignment

Consulting Services: Performance Improvement, Change Management

Capabilities: Organisational Effectiveness, Supply Chain management, Revenue Growth

Client Quote:
"The programme helped me to put our strategy into life."
Client's Top Management

Situation

Our client is a dynamic player in the European utilities market: millions customers. He focuses on generating and selling electricity to both the wholesale and the consumer market. Celerant first worked in client's Generation area, installing a common way of-working in power plants. As a result of implementing a culture of transparency and continuous improvement, Celerant Consulting was awarded with a full fledged 2-year transformation programme involving all departments. A strategic step towards a sector the company's cultural integration.

Approach & Delivery

By including all departments, the programme aligned all members of the management committee to create a shared vision for implementing high standard processes.

The Call Centre and Back Office became more efficient through improved service levels, leaner processes and a 'Right First Time' attitude. Through MCRS® the client understood even better the customers' questions and concerns. As a result, workload forecasting became more efficient. This in turn led to better staffing models, better service levels and improved customer satisfaction.

By creating a transparent link between the company's gross margin and the different value drivers, our client was able to optimise its asset portfolio. As a result, he can now steer its financial performance much more pro-actively.

IT has grown into a service-oriented business partner with a clear service portfolio, significantly improved project management and clearly defined roles and responsibilities.

Results

Massive annualised savings have been achieved and the financial results at the end of first year have exceeded plan by 70%. More than 430 milestone deliverables and a company wide centralisation involving thousands people have been achieved.

Client satisfaction

The programme was one of the most important strategic and cultural programmes ever done by our client. Celerant's Closework® approach enabled the company to translate his vision into a tangible roadmap defined for and recognised by all departments.