



"We (Utilita) are a rapidly growing company, and we actively sought out automation solutions not to get rid of people, but to free up our team to deliver to the best of their ability. The Thoughtonomy Virtual Workforce® provided us with an easy-to-implement RPA solution to achieve our strategy of gaining business efficiencies, and to nurture a happier workplace."

Martin Filler, Operational Change Manager

Utilita

"We're Officially "One to Watch" on the Sunday Times 100 Best Companies to Work For!"



Customer Use Case · June 2018

Business

Utilita is Britain's leading supplier of Smart Energy. The company was established in 2003 and has a vision of simplifying the service customers were used to receiving from the Big Six. A large number of Utilita's customer base have joined through word of mouth, which they believe is testament to the quality of their product and service. Utilita upholds a fair price, offer an easy-to-understand product and provides complete transparency with their service offering. Their aim is to always keep things simple – Utilita wants its customers to feel in control of their energy usage and spend.

Challenge

Utilita actively embarked on their strategic vision of gaining more business efficiencies about a year ago. Approximately 90% of Utilita's applications are designed and built in-house. When the Utilita team began their research into Robotic Process Automation solutions, they found that other vendors were either too difficult, or even unable to, integrate with their in-house applications. As with many companies, Utilita was challenged with a number of processes that were labor-intensive and repetitive – such as top-up card processing, and they wanted to reduce these types of activities for the benefit of the business and the Utilita team.

Solution

The Thoughtonomy Virtual Workforce® was selected by Utilita as their RPA vendor of choice because of the ease of integration with their in-house-built applications, as well as other off-the-shelf solutions that were already deployed. "A lot of the other RPA vendors required development expertise or additional IT support. The Thoughtonomy Virtual Workforce® didn't require any such support. From the initial implementation, to current usage, Utilita continues to benefit from this ease of use. The feedback from the wider team on their virtual co-workers has been positive, and it's great to see the bots in action."

Business

“We are honored to officially be “One to Watch”, according to the hugely respected Sunday Times 100 Best Companies to work for! Best Companies CEO, Jonathan Austin, said: “You have shown good levels of engagement and have faced some very strong competition this year, you should be very proud of your achievement.”

Our Head of HR, Andrea Stevens-Hunt, added: “To be chosen as ‘One To Watch’ in our first year of asking is a terrific achievement of which we are very proud. “We have received great feedback from our staff and we can’t thank them enough.

We are determined to listen to our staff and ensure Utilita continues to be one of the best companies in the UK to work for.” Our staff numbers have grown enormously over the past two years – from under 300 as recently as March 2016 to around 1,800 today.”

Utilita's Proposition

“We uphold a fair price, offer an easy-to-understand product and provide complete transparency with our service offering. Our aim is to always keep things simple – we want our customers to feel in control of their energy usage and spend.

Established in 2003, we have the vision of simplifying the service customers were used to receiving from the Big Six. A large number of our customer base have joined us through word of mouth, which we believe is testament to the quality of our product and service.

Don't just take our word for it, we're proud to be a Which? Top 5 Energy Supplier for Customer Satisfaction, 2018.”

Challenge

With a mix of manually repetitive processes being undertaken by various teams within Utilita, the first of these challenging processes to be addressed was the pre-payment top-up card reordering process within the Revenue team. The manual process involved a Revenue team member having to check Excel, and various data systems to validate the information, and then to send a request to the card processing company. With the RPA solution in place, this manual, repetitive process has been removed.

“Within the first week of the virtual workforce in place, the Revenue team came back with positive feedback. They were blown away by how easy it was. Being able to show a bot in action has been great.”

Currently, the Utilita team are also automating Field Services processes, including scheduling appointments for field engineers to perform installs and meter checks. With an automation solution in place, the scheduling process will also achieve efficiencies both short-term and consistently, long-term. With the success of these two processes within the Revenue and Field Services team, the Utilita team are on the path to achieving their longer-term vision of providing chat bots to support the Contact Centre team. Again, the company’s view is to free up their customer service teams to deliver more value add not only to the business, but more importantly – to Utilita’s customers.

“We want to reduce the administrative processing required of our customer service teams, and empower them to deliver a better class of customer service.”

Solution

The deployment of Thoughtonomy’s Virtual Workforce® proved very easy to implement.

“We’ve actually had people around the business with a technical background, using this without any prior knowledge of RPA or development. In fact, for our development team, not having to support Thoughtonomy’s solution means that they can focus on the bigger and more creative tasks, and ultimately, remain agile.”

Aside from the business efficiencies gained through adopting a Robotic Process Automation solution, the Utilita team are also realizing the benefits of a positive, cultural shift and support of the virtual workers. The team are looking forward to naming their virtual coworkers, and even have a naming competition! To raise awareness of what RPA can achieve, Utilita award gnomes, yes – garden-variety-gnomes, to any team member who automates a process.



The Thoughtonomy Virtual Workforce® platform addresses the challenge of improving office workforce productivity, to allow skilled workers to deliver value with their creativity, collaboration and leadership, instead of performing repetitive, error-prone work – which limits value, creates poor customer experiences and stagnates productivity.

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