

ESSENT UNITY PROGRAM:

A UNIQUE COLLABORATION BETWEEN BUSINESS AND IT

VIDEO TRANSCRIPT

Joost Fröhlich, Director Operations, Essent: An 8.3 in customer satisfaction.

Miranda Koek, Klantcontact, Essent: 95% of our customer requests are processed within 1 day.

Peter Aker, Senior Manager, Accenture: A unique collaboration between business and IT.

Hein Muskens, CIO, Essent: We have a very efficient collection process, with 98% of all invoices being paid on time.

Joost Fröhlich, Director Operations, Essent: Yes, Essent business is a business unit within Essent. We currently have around 80,000 small business customers and approximately 17,000 large business customers. Yes, we would like to use Unity to return Essent to its rightful place in the market.

Peter Aker, Senior Manager, Accenture: The Essent business customers are now expecting a great deal more from their energy supplier, which puts a number of demands on Essent business.

1: They always need to consider how they should design their processes and service provision from the customer's perspective. And they also need to be much more agile in how they deal with and respond to the customer's expectations.

Joost Fröhlich, Director Operations, Essent: Accenture has been very important to us and we have opted for Accenture as a result of their expertise, their agile way of working and skin in the game and they have done everything in their power to realise this for us.

Hein Muskens, CIO, Essent: The most important success factor in this project was actually the start of the project, where you agree on the scope you are going to deliver with the business. Other specific success

factors which have helped to determine the success of the project are the collaboration with the business, i.e. with Essent business throughout the duration of the programme, but the programme management naturally also played an important role here.

Peter Aker, Senior Manager, Accenture: We started off with the design thinking workshops, where we brought together the customers, business and IT, to effectively consider what is required from the customer's perspective, plus we implemented an agile approach to actually implement these customer requirements.

Joris Van Der Horn, Vastgoed Beheer: If I could sum up the advantages of the Essent customer portal in one word, that would be clarity. I only have a few buttons at my disposal when I log in, I can quickly access my contact details and this ensures everything stays well organised and compact.

Joost Fröhlich, Director Operations, Essent: Essent business' future looks very bright, we are simply back to where we belong, that's obvious to both our customers and our employees.

Peter Aker, Senior Manager, Accenture: However, to me personally, the most important result is a different mind-set at Essent business, whereby we now really consider matters from the customer's perspective and are a great deal more agile.

Joost Fröhlich, Director Operations, Essent: We are, and would like to continue to be, the best digital energy supplier in the Netherlands for large business customers and that's definitely something to be proud of. Simple, transparently, and reliable.

Miranda Koek, Klantcontact, Essent: A unique collaboration between business and IT.