

ESSENT: DELIVERING A ROBUST BUSINESS PLATFORM

THE CLIENT

The largest energy company in the Netherlands, Essent:



Provides customers with gas, electricity, heat and energy services.



Has over 90 years of experience in generating, trading, transmitting and supplying electricity.

THE OPPORTUNITY



Establish and launch the **Essent Business platform** for faster contract generation for business customers, simplified quote creation and better customer contact center support.

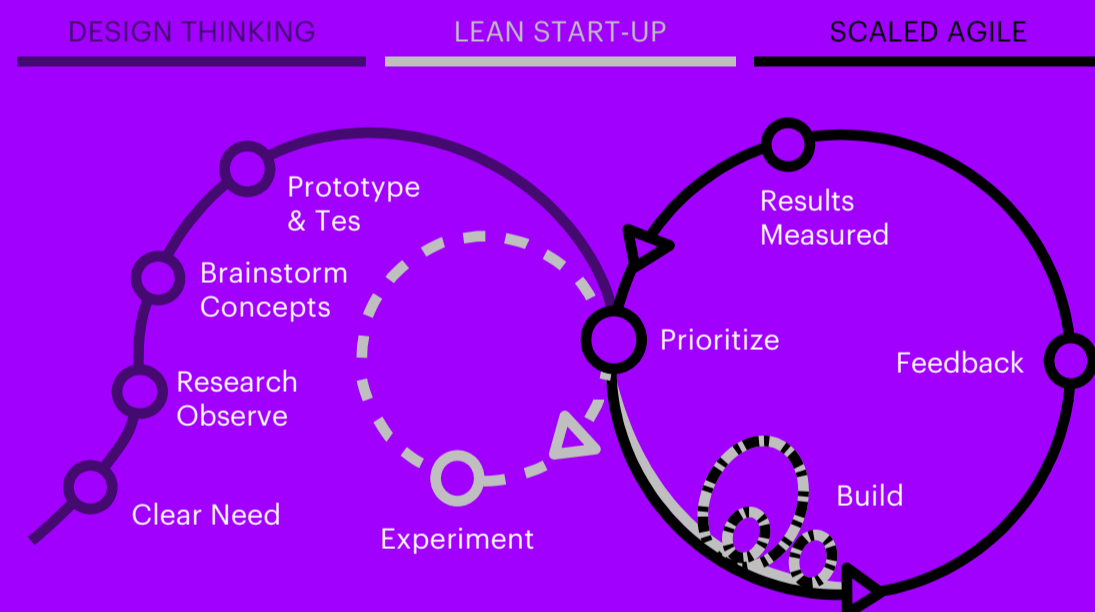


WHY ACCENTURE

- Demonstrated capabilities in delivering large, difficult and complex programs.
- Strong knowledge and experience from other projects that had been delivered in an Agile fashion.

THE SOLUTION

Essent and Accenture worked to identify and remove the factors that had limited the program's success, create a physical blueprint, unify fourteen nationalities into coherent, motivated teams and hold team meetings to identify efficiency and delivery opportunities.



THE DRIVERS

Key factors that resulted in a successful project delivery:

Lean startup approach to reignite passion and enthusiasm.

Community building to earn trust and confidence of scrum teams.

Simultaneous commitment to continuity and spirit of continuous improvement.

Design thinking approaches to directly implement customer feedback.

RESULTS

In 15 months, Essent and Accenture delivered the required business scope and brought the Essent Business platform online. Numerous positive outcomes were delivered, including:

- **20%** more invoices sent on time.
- **42%** more invoices paid on time.
- An **83%** customer satisfaction score.
- A **79%** employee satisfaction score.
- A substantial growth in customers actively using the system by end of program.
- A **75%** reduction in the time required to draft contracts (from 40 minutes to 10 minutes).

Essent and Accenture continue to work together on enhancing the platform, to further improve sales and marketing capabilities and drive greater business value.