



ABOUT

Utility Warehouse (UW) is the UK's leading multiservice utility provider. UW offers customers a range of products and services through one account. Customers can choose energy, mobile, broadband, insurance and a cashback card and can get discounts when they take multiple services. UW acquires its customers through a network of Partners across the country. These Partners recommend UW's services to friends, family and people they know.

NICE SOLUTIONS

- [Workforce Management \(IEX\)](#)

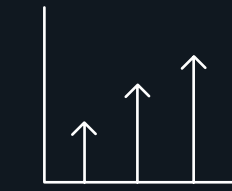


CHALLENGE

Before implementing NICE Workforce Management, Utility Warehouse relied on manual workforce management processes which did not suit its multi-skilled environment and created extra costs and administration for the business. Years of double-digit growth placed a strain on the incumbent WFM solution, which lacked automated holiday scheduling and rules-based scheduling swaps. This led to errors and omissions and an inefficient system of admins creating multiple spreadsheets for re-entry into payroll and HR systems.

SOLUTION

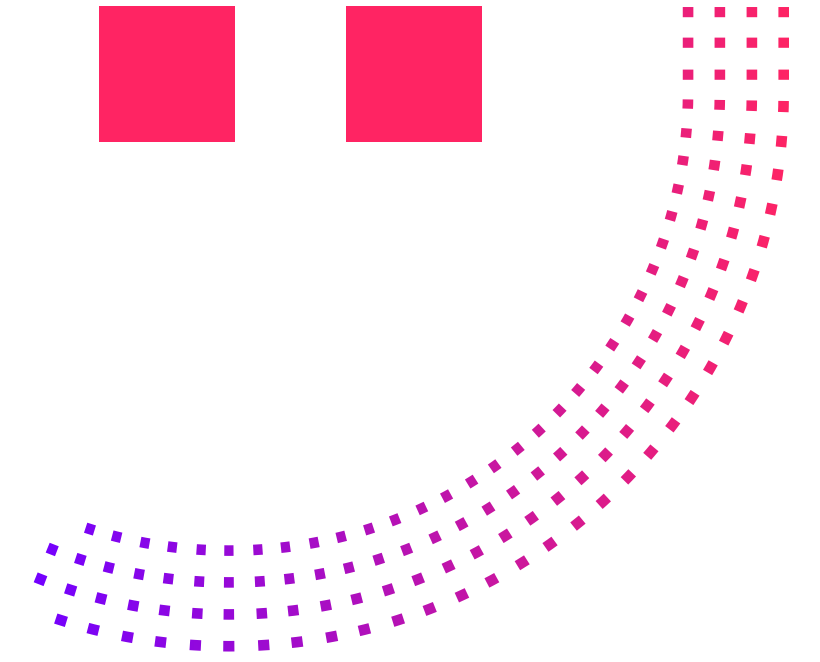
Implementing NICE Workforce Management gave UW a natively integrated WFM solution that eliminated costly overheads, improved real-time bidirectional data sync, and accommodated agent requests that were previously difficult or impossible to grant. Agents can now conduct their own schedule swaps, set day off preferences, move their breaks and lunches, and benefit from an automated holiday process. UW has realized savings and gains in several areas, including a £100,000 annual reduction in administrative costs, an 11% gain in forecast accuracy, an 11% reduction in attrition, and a 7% reduction in absenteeism.



GREAT STATS

11% improvement in forecast accuracy

11% reduction in agent attrition



£100,000

Annual savings on WFM administration



STRONG UPTAKE

Approximately 1,000 monthly automated interactions with lunch/break schedule adjustments

7%

Fewer absences year-over-year

"As a rapidly growing business, it's vital that we provide our people with the tools to help them work more efficiently and enjoyably. **NICE Workforce Management has enabled us to give our people more flexibility and autonomy over their schedules, whilst improving our productivity and forecasting accuracy.** It has been crucial to helping us look after our growing customer base."

ROB HARRIS
CHIEF OPERATING OFFICER
UTILITY WAREHOUSE