

# National Grid Implements Business Process Outsourcing Solution to Reduce Call Center Costs and Improve Customer Service

## BACKGROUND

Group 1 Software and National Grid, one of the world’s largest utility companies serving the United States and the United Kingdom, recently implemented Group 1’s Co-Sourced e2 Vault and e2 Service solution, part of Group 1’s Customer Communication Management (CCM) portfolio. This high-performance archive is hosted in Group 1’s premier data center.

Using the e2 solution to serve 3.3 million customers in New York and New England, National Grid centrally stores millions of documents, and gives both customers and call center customer service representatives (CSRs) immediate access to gas and electric service invoices, improving customer service and reducing costs.

## REDUCING COSTS AND IMPROVING CUSTOMER SERVICE

“As a growing utility company, potentially doubling the size of our U.S. business soon, we wanted to reduce call center costs and centrally manage customer information with an integrated archive, print, and electronic CCM solution,” said Jeff Martin, Billing Director, National Grid U.S., based in New York.

“Our cost savings were derived primarily from three areas – legal, customer service, and print and mailing expenses. First, for our legal and audit departments, we needed a new archive system that could store up to six years of our commercial and industrial bills and two years of our residential bills as well as provide immediate access to these documents online. In the past, if we had to provide past bills for dispute resolution or legal litigation, we had to recreate them manually – that was a time-consuming and tedious process.”

*“We were able to deploy the online solution in just weeks. We immediately started ingesting two to four million documents a month.”*

*– Jeff Martin, Billing Director, National Grid U.S.*



Hosted solution  
archives 10 million  
documents every  
month and provides  
customers and CSRs  
immediate online  
access to bills

The second area of savings was customer service. Our CSRs also gain fast, immediate access to exact replica documents, providing efficient customer service and fast call resolution. Giving CSRs the ability to view the exact bill that the customer is seeing has definitely reduced our call center costs,” continued Martin.

Group 1’s e2 Vault provides real-time indexing, compression, storage, and retrieval of documents and data in their native format, delivering instant access to documents, regardless of their age or size. It also gives CSRs and customers instant online access to customer data and documents and stores original, native-print documents to help businesses meet legal requirements.

National Grid realized further savings by enabling customers to view and pay their bills online. To date, over 125,000 customers in New York alone have enrolled for the e-bill option, which reduces print and mail costs. “Our customers also appreciate that they can access up to 2 years of past bills from day one,” continued Martin. This online billing option will be made available to National Grid’s New England electric service customers later this year.

## RAPID DEPLOYMENT AND RELIABILITY

National Grid received just two months' notice that the facility which handled imaging for its largest New York commercial and industrial customers was being closed, so it needed to get a new solution up and running quickly.

"We were able to deploy the online solution in just weeks," Martin said. "We immediately started ingesting two to four million documents a month." Today, National Grid's Business Process Outsourcing (BPO) solution ingests over 10 million pages per month. Due to e2 Vault's high-speed compression and retrieval speeds, National Grid has seen no performance degradation as the archive has grown.

## REDUCING RISK

"On top of these product strengths, being hosted in Group 1's world-class data center further ensures that our data, documents, and complete solution are secure, reliable, and monitored 24/7 by knowledgeable personnel, reducing our in-house costs," concluded Martin. Group 1's e2 BPO provides businesses with a full-service outsourced option.

"From reducing cost and risks, streamlining business processes and improving customer service, National Grid is one of the many businesses who realize the benefits of – and are seeking – an end-to-end print and electronic CCM solution," said Alan Slater, Vice-President and General Manager of Group 1's Customer Communication Management Division. "Businesses worldwide are also experiencing the many benefits of our high-performance vault, improving customer service and helping to meet regulatory compliance issues."

## ABOUT NATIONAL GRID

National Grid Transco (LSE: NGT; NYSE: NGG) is an international energy delivery business with principal activities in the regulated electricity and natural gas industries. The company owns the high voltage electricity transmission network in England and Wales and operates the system across Great Britain. It also owns and operates the high-pressure gas transmission system in Britain and, through its gas distribution business, delivers gas to cover 10 million homes and businesses operating in related areas such as wireless infrastructure for broadcast and telecommunications, metering and interconnectors. Through the transmission and distribution of electricity and natural gas, National Grid serves close to four million customers in the U.S. across 29,000 square miles of Massachusetts, New Hampshire, New York and Rhode Island.



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## About Pitney Bowes Group 1 Software

Pitney Bowes Group 1 Software turns data into results, providing innovative software solutions that enable our clients to better understand and connect with their millions of customers, prospects and partners. Group 1 helps over 3,000 organizations maximize the value of customer data to improve profitability, increase effectiveness and strengthen customer relationships, through consolidating, cleansing and enriching corporate data, and generating personalized business documents for multi-channel delivery, customer care and efficient business processing. Our comprehensive Customer Communication Management (CCM) solutions span from database to delivery, adding value to every aspect of communication and allowing clients to integrate intelligence throughout their mailstream.

For more information about our products and services, please log onto our web site: [www.g1.com](http://www.g1.com)

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