

Pulsant keeps EDF Energy connected with workplace recovery

EDF is the UK's largest producer of low-carbon electricity, meeting around one-fifth of the country's demand and supplying millions of customers with electricity and gas.

Challenge

EDF sought to ensure its contact centre based at Doxford could continue to operate in the event the site or systems on the site became unavailable. Any downtime in service must be avoided as it could cause disruption for customers and increase demand on the remaining sites.

Pulsant solution

EDF engaged Pulsant to provide and regularly test a 260-seat workplace recovery service in Gateshead. This is for some of its contact centre staff to use in the event that its own premises are unavailable or inaccessible, ensuring customers are always able to get in touch.

The workplace recovery solution meets both EDF's regulatory and business requirements and demonstrates the company's commitment to delivering outstanding customer experience.

Results

Pulsant's workplace recovery service ensures the high availability of EDF's contact centre infrastructure in the event of disruption. EDF knows it has the ability to be back up and running at Pulsant's workplace recovery site within four hours due to the rigorous testing the organisation has undertaken.

Client:

EDF Energy

Pulsant solution:

Workplace recovery

Outcomes:

Business continuity



Pulsant keeps EDF Energy connected to customers with workplace recovery

EDF is leading the transition to a cleaner, low emission electric future, tackling climate change and helping Britain reach net zero. It is the UK's largest producer of low-carbon electricity, meeting around one-fifth of the country's demand and supplying millions of customers with electricity and gas.

It generates low carbon electricity from eight nuclear power stations, more than thirty onshore wind farms and two offshore wind farms, and operates one of Britain's biggest battery storage units, one gas and one coal power station, EV charge-points, and combined heat and power plants.

The company's mission is to be a successful and responsible long-term energy business, trusted by customers and powering a thriving society and a healthy environment.

EDF employs over 13,000 people and has over 4.9 million customer accounts. The business has UK offices in Hove, Exeter, Plymouth and Sunderland, as well as overseas operations.

Ensuring excellence in the customer experience

Customers call EDF's customer service team in Sunderland with a variety of questions and the organisation is dedicated to making sure each one of these interactions is dealt with as professionally and swiftly as possible.

As a forward-thinking, customer-centric organisation, EDF needed to future-proof its business continuity operations for its Sunderland site to prevent any situation where the customer service team would be unable to effectively support customers.

"Customers are at the heart of what we do. We're committed to helping both our residential and business customers with their energy needs, so we need to ensure our customer service team are on hand to provide advice and support when needed," explained an EDF Business Continuity spokesperson.

"Once employees got started it was just like being in the usual office with access to everything they needed to work as normal"

Commented EDF's Business Continuity spokesperson

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Convenient workplace recovery

In 2018, EDF began looking for provisions to support its Sunderland contact centre. EDF reviewed the workplace recovery suppliers and visited several sites, including Pulsant's Gateshead facility, its largest in the North East. Following this process EDF selected Pulsant based on its comprehensive workplace recovery package, and particularly for the convenient locality and service offering. Location was key as the workplace recovery site had to be easily reachable by its employees.

"The site we chose perfectly fitted our needs in terms of location. Operationally it was important that our employees could move across as quickly as possible; with Pulsant we can be there in around 25 minutes. It's in a good location near to the A1, one of the main routes in the North East," explained an EDF Business Continuity spokesperson.

Since 2018, Pulsant has supplied EDF with 260 workplace recovery seats available within four hours of invocation. To ensure any eventuality is covered with the workplace recovery service and to fix any potential problems before they arise, Pulsant works closely with EDF to conduct biannual tests.

These tests see a small group of employees enacting a scenario, travelling to the Gateshead site and testing the systems and processes. This helps employees get used to the invocation procedure and what's expected of them and identify areas for improvement. Feedback from staff who participated in the latest test was positive.

"Once employees got started it was just like being in the usual office with access to everything they needed to work as normal," commented EDF's Business Continuity spokesperson.



A trusted and reliable partnership

EDF's spokesperson praised the Pulsant team for being flexible and understanding the company's business challenges. Pulsant was accommodating in ensuring the right conditions were in place to set EDF up for success should it ever need to invoke the workplace recovery service.

"The Pulsant team at the Gateshead site have all been good to work with, particularly our site representative who we've worked closely with on testing. He is very approachable, accommodating, always willing to help and has been able to assist us with any issues. The site itself is welcoming and everything is going smoothly," explained EDF's Business Continuity spokesperson.

EDF puts its trust in Pulsant and in return it provides peace of mind, said the spokesperson.

"If businesses want to ensure they have that availability as a continuous service for customers, I would definitely recommend Pulsant. This is all about doing the right thing for customers and giving them a great experience so that they have trust in our organisation. We're totally assured that we know our customers will get a consistent service."

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EDF business continuity spokesperson

Find out how we can help your organisation,
call **0345 119 9911** or visit **www.pulsant.com**

