

npower
Worcester, United Kingdom
www.npower.com

Industry:

Utilities

Employees:

8,500

Oracle Products & Services:

Oracle Real-Time Scheduler

“Oracle was excellent to work with throughout the entire Oracle Real-Time Scheduler implementation. The team worked really hard to ensure that we met our very tight timescales. Also, Oracle not only delivered everything on schedule, but also did everything right the first time.”

– Catherine Culligan, Business Change Project Manager, npower hometeam

npower Drives Expansion of Gas Service and Repair Business with Automated Scheduling System

npower is the retail arm of RWE npower, one of the United Kingdom’s leading energy suppliers and part of the RWE Group. npower provides gas, electricity, and related services to approximately 6.8 million customers across the United Kingdom.

Challenges

- Expand the company’s gas boiler servicing, repairs, and installation services provided through npower hometeam
- Replace manual agenda management system with an automated scheduler to reduce complexity in the appointment booking process and eliminate manual errors
- Increase the number of service engineers threefold in five years without increasing the number of planners required to schedule visits
- Improve customer service by offering a broader variety of appointment times

Solution

- Implemented Oracle Real-Time Scheduler within a tight timeframe to streamline management of the agenda of more than 120 gas service engineers across the United Kingdom before the busy winter season
- Moved approximately 100 engineers onto the new scheduling system following the acquisition of another service organization
- Improved the overall customer experience by offering a choice of morning, afternoon, or evening appointments at the point of booking rather than the all-day option offered previously
- Reduced the time needed to schedule an appointment from a few minutes to just seconds with an easy-to-use color-coded booking system—enabling npower hometeam to grow its team of engineers without increasing the number of planners
- Increased the number of engineer visits by 0.1 per day, resulting in at least an extra 60 customer visits per week or 3,000 customer visits per year
- Increased flexibility within the engineers’ agendas, enabling the planning team to easily slot in emergency calls where necessary and automatically reschedule planned customer visits