



PROCESS DRIVEN SOLUTIONS

➔ CASE STUDY

Enbridge Gas Distribution Chooses i-Sight: 'We Now Have a Consistent Process for Managing Complaints and Ensuring Resolution'

"With i-Sight, we now have a consistent process for managing complaints and ensuring timely follow-up and resolution. And people love it because it is so easy to use."

Customer name: Enbridge Gas Distribution

- Challenge:**
- Enbridge's existing complaint-tracking system was cumbersome use and inflexible
 - Employees often failed to log complaints because they found the system too awkward and time-consuming
 - Only specially trained employees were capable of using the old system. Managers who needed to refer cases to other people or departments in the company were required to follow up manually
 - Accurate reporting was impossible because many complaints were never entered in the system

- Solution:**
- Selected i-Sight Service and Complaints Software for ease-of-use and flexibility
 - Implementation was fast and problem-free
 - i-Sight maintains a complete case history of every complaint
 - The system is web-based, so it is easily accessible to personnel at head office and in the regional offices
 - Automatic alerts and reminders help to ensure that cases are resolved quickly and efficiently

- Results:**
- More consistent and timely resolution of complaints, leading to enhanced customer satisfaction
 - Ease-of-use means that every complaint is now properly logged and tracked
 - Managers benefit from access to enhanced reporting tools and more accurate statistics

Enbridge Gas Distribution has implemented i-Sight Service and Complaints Software to improve its handling of customer concerns and complaints. Enbridge Gas Distribution is Canada's largest natural gas distribution company, serving more than 1.7 million customers in Ontario, Quebec and New York State.

"At Enbridge, we are committed to ensuring that our customers' questions and concerns are handled quickly, efficiently and fairly," says Mike Mees, Customer Ombudsman, Enbridge Gas Distribution. "We selected i-Sight because it helps us to meet that commitment. With i-Sight, we now have a consistent process for managing complaints and ensuring timely follow-up and resolution."

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THE SOLUTION

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"Since we implemented i-Sight, we have had fantastic feedback," Mees says. "The training is minimal and everybody who uses the tool has had a positive response. People love it because it helps them do their job and is so easy to use."

"It was an extremely smooth implementation," he says. "In fact, our project manager called them the best vendor he has ever dealt with. The support he has received from the i-Sight team is amazing."

In addition, Mees and his staff can now easily assign cases to employees elsewhere in the organization. "Our old complaint-tracking tool did not allow us to do that. If you wanted to refer a complaint to someone else, you had to follow up manually with that person." With the new system, it takes only a few clicks to assign a case directly to another staff member. "All of the administrative support people in our regional offices have access to the i-Sight tool, which makes things a lot easier and more efficient." Automatic alerts and reminders help to ensure that every case is handled promptly and professionally.

i-Sight also provides a full complement of pre-configured reporting tools. In seconds, Mees can see how many complaints have been logged during a specified period, how many remain to be resolved, the average time to resolution, the most common problems, the geographic distribution of complaint cases, and much more. "With i-Sight it is easy to spot trends so that we can determine what is causing the complaints. And because i-Sight is so simple to use, we are confident that all of the complaints we receive will be properly logged in the system. As a result, we should have much better statistics."

Mees isn't just pleased with the i-Sight software – he also has high praise for the team at Customer Expressions who were responsible for developing and helping to implement the solution. "It was an extremely smooth implementation," he says. "In fact, our project manager called them the best vendor he has ever dealt with. The support he has received from the i-Sight team is amazing."