

# Top 5 challenges faced by utilities & how to solve them



WITH C-MeX ON THE HORIZON WATER PROVIDERS NEED TO EMBRACE CHANGE TO MAXIMISE CUSTOMER EXPERIENCE. BUT HOW?

Don't get left behind. We're passionate about helping businesses to act now. Making small, incremental gains that have a big impact. See how we're helping organisations from a range of industries achieve their transformation goals...

*Do you recognise any of these challenges?*



## Legacy systems that don't talk to each other



**500**  
legacy systems

**ADUR & WORTHING**  
we helped the council to replace 500 applications, systems and software.

## It's difficult for customers to do business with you



**20**

minutes response time

**THOMAS COOK**

Reduced complaint resolution time from 28 days, to 7 days with an average of 20 minute response time using MATS.



**50%**

reduction in customer on-boarding time

**LIBERIS**

Halved customer on-boarding time, reducing costs by £400 per application.



Forrester's research shows that firms with superior CX drive revenue growth at twice the rate of companies with non-compelling experience.<sup>1</sup>



## Inefficient processes



**£6m**

cost savings per year

**NATIONWIDE**

Average of £20 saving per mortgage application by automating processes, making them more efficient.



**£1b**

claim spend

**LONDON MARKET ASSOCIATION (LMA)**

helping the LMA to tackle a £1 billion claim expert spend over 2 years.



**1,500**

spreadsheets

**NETWORK RAIL**

Eliminated the use of 1,500 spreadsheets with one application.

## Limited visibility of your customer's journey



Forrester says that 72% of CX teams state that their firms map customer journeys, and 51% of teams take it one step further by mapping CX ecosystems.<sup>2</sup>



**10,000** cases

**FORESTRY COMMISSION SCOTLAND**

Migrated over 10,000 cases to our Low-code platform improving visibility of customer applications and reducing costs.



## Implementing change & digital transformation is a slow process



**9**

months

**HAMPSHIRE TRUST BANK**

HTB built their core mortgage application and went live within 9 months of purchase, saving them months of development resource.



**2**

weeks

**NETWORK RAIL**

"We went to MATS and said go build a prototype, show us what you can do, you have 2 weeks... and they did."

Anand Patel, Network Rail

## So how did they do it?

### Introducing MATS Low-code



Low-code is an easy-to-use tool that allows front office teams to take the lead on development

Business users with no coding experience can build solutions themselves, with IT only getting involved to supervise.

As a result, everyone wins. IT has more time to focus on its considerable workload, while customer-facing teams can proactively solve the chronic issues that are slowing them down. All the while, costs fall and the customer experience improves, fast.

This is a new type of CX transformation initiative. One that's collaborative, pragmatic and led from the ground-up.



Forrester states that 38% of global software decision makers tell us that they build their own business applications to create unique customer experiences and improve engagement.<sup>3</sup>

<sup>1</sup> Forrester Report: CIOs At Firms With Great CX Are Different

<sup>2</sup> & <sup>3</sup> Forrester Report: Create Sustainable Process Innovation

For more information go to [www.matssoft.com](http://www.matssoft.com)