

Enhancing communication capabilities

Computershare & Portsmouth Water



 **Computershare**

1. Problem

Portsmouth Water has been supplying water to Portsmouth and the surrounding region since 1857, servicing nearly 700,000 customers.

They have a proud record of maintaining a high standard of customer service whilst offering the lowest water supply charges in England and Wales.

To ensure they could continue to deliver a high-quality customer experience, Portsmouth Water required support from a partner that could improve communications, add digital capability for customers to self-serve online, and reduce the cost, processing time and risk of printing all customer communications in-house.

2. Solution

Computershare ran a CommsX consultancy session with stakeholders at Portsmouth Water to understand their business in more detail. We proposed alternative options to their current working models and developed a business case to support making the switch.

As part of our working partnership, we moved their document composition, and print and mail services to our Computershare facility, reducing processing administration and risk.

Digital capability was added to Portsmouth Water's offering with an online self-serve customer portal, where documents can be viewed, requests made, and payments processed outside business hours.

Our experienced team made content and design improvements to customer bills, making them easier to understand to reduce unnecessary customer enquiries.

3. Results

Computershare now dispatches approximately 800,000 mailpacks per year on behalf of Portsmouth Water.

High levels of customer service have been maintained, and the introduction of the customer portal will further enhance customer choice and experience with the service available 24/7, reducing contact centre pressures and increasing digital uptake.

These services are expected to save around £110k per year whilst maintaining Portsmouth Water's excellent service record.

“We worked with Computershare as a consultant, reviewing our billing and debt recovery processes and correspondence. We found their knowledge, expertise and skilled facilitation made this project productive, thought provoking and fun.”

Paul Barfoot, Head of Retail, Portsmouth Water

SNAPSHOT

£110k

approximate annual savings.

Self-Service

reducing contact centre pressure and increasing choice.

800,000

mailpacks distributed per year.

Need help solving a customer communications problem?
Speak to Computershare Communication Services
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