

ONE, INTEGRATED SOLUTION TO SERVE THE ISLANDS



CASE STUDY



Hawaiian
Electric

PTP designed and implemented a modern contact center solution that enabled Hawaiian Electric (HECO) to intelligently route customer interactions across the Hawaiian Islands. The solution improved customer experience by increasing service levels and reduced costs by increasing automation and decreasing handle times.

THE CHALLENGES HAWAIIAN ELECTRIC FACED

HECO is the energy provider to six of the Hawaii Islands. They required a modern, unified contact center solution to effectively handle and route calls across the islands. They were also looking for a way to automate more interactions to increase self-service, helping to resolve issues faster and more effectively.

HECO knew that with a modern contact center infrastructure, they could intelligently route interactions to agents that were available no matter what office or island they were at. They could also be more proactive in communicating around outages, where they might receive an influx of calls. The more automation and self-service, the better to improve the customer experience.

THE RESULTS

PTP designed and implemented a modern, unified contact center platform, creating several self-service options for customers, as well as enabling intelligent routing, advanced reporting, and increased agent utilization.

With a modernized contact center, HECO is now able to effectively route across calls across the islands, sending calls to agents that are available or have a specific skillset for the issue at hand. The solution speeds up call resolution, increases service levels, and serves customers more quickly.



FORMING A TECHNOLOGY PARTNERSHIP

PTP deployed a unified contact center solution that enabled HECO to improve the customer experience. Solution highlights include:

- **360° View of the Customer:** With more advanced reporting, and the ability to gather data on customer interactions across the six islands provides agents a holistic view of the customer, enabling for faster issue resolution and more proactive outreach.
- **Increased Self-Service:** The IVR solution includes advanced automation and a number of self-service options for customers, reducing handle times, serving more customers, handling outages more effectively and reducing operating costs.
- **Workforce Optimization:** HECO can now route calls to any agent across the islands, improving agent utilization.

ABOUT HECO

For more than 100 years, Hawaiian Electric Company has provided the energy that has fueled the islands' development to a modern state. Hawaiian Electric serves 95% of the state's 1.4 million residents on the islands of Oahu, Maui, Hawaii Island, Lanai and Molokai.



LEVEL OF REACH

1.33M

CUSTOMERS

+100

HECO EMPLOYEES
ACROSS HAWAII

CHALLENGES

High call volumes, particularly during outages

Inability to connect contact centers

Lack of customer self-service and contact center automation

High call abandonment rates

PTP'S SERVICES

Customer experience assessment

Contact center infrastructure design and implementation

Workforce optimization

Support and training services