

## Case study



e-regio is an energy services provider that offers sustainable solutions in electricity, gas, and water across 19 municipalities in Germany

**Industry:** Utilities

**Website:** [www.e-regio.de](http://www.e-regio.de)

**Location:** Euskirchen, Germany

**Size:** 130 Agents



**48 Hour**  
service turnaround



**4x**  
service level has  
quadrupled

### NiCE Solutions

- CXone Mpower platform
- Interaction Analytics
- Workforce Management
- Feedback Management
- Quality Management
- Enlighten AI for Customer Satisfaction

### Challenge

e-regio is a green energy provider that offers solutions in electricity, gas, and water for customers across 19 municipalities in Germany. Historically, e-regio's contact center operated without a modern CCaaS solution, instead relying on spreadsheets, handwritten notes, and physical mailers for both internal and external tracking and communication. In an industry where a crisis can grow quickly if service levels are not up to par, the utility company sought a more organized way to manage their schedules, workflows, and customer experience.

### Solution

Wanting to modernize and incorporate a digitalfirst approach, the e-regio team selected CXone Mpower. The centralized dashboard connects disparate technologies for easy management of all service items. The company has seen major improvements in agent adherence, service levels, and costs since implementing CXone Mpower. The consolidation of agent performance and customer feedback enables a holistic view of operations and agent workflows are now more transparent. The company is positioned to expand AI-usage through a new customer portal in the near-term.

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**Having better control of our business is one of the biggest benefits of CXone Mpower. We were able to completely turn around our business by using the features of CXone Mpower to its full extent in a timeline that other companies still need for internal discussion.**

**Jorg Bordt,**  
Digital Transformation Consultant,  
e-regio

### Great stats

**30%**  
cost reduction

**20%**  
of calls answered by voice chat

**98%**  
reachability

