

# Improved developer customer experience scores and 2,500 hours of administration saved



## United Utilities, leading water supplier

to more than 3 million homes and businesses, partnered with Vyntelligence to improve their new connections processes



### The Challenge

United Utilities wanted to improve customer experience

They wanted to find a simpler way for customers to explain the status of their sites and identify any issues more easily.

The current process required multiple site visits and a lot of administration work to deliver great customer service.

*“We can identify what customers need quicker and get them on the right path”*

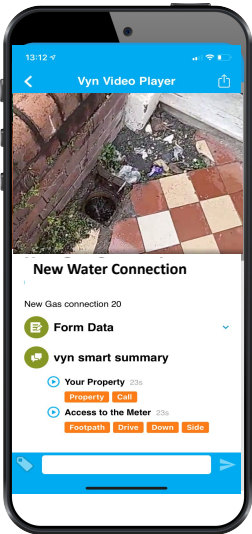
Nicola Fletcher  
Area Manager, United Utilities

### The Solution

United Utilities deployed Vyn to customers and field teams to build a digital video record of site visits and issues for action

Customers now carry out a guided self-survey at the site, reducing the need to wait for an appointment.

The detail captured in the Vyn lets remote surveyors review the site in near-real time, leading to better customer experience as their needs are understood and met right first time, with process administration times being cut.



Customers are guided to ‘show and tell’ site information with simple on screen instructions.

Artificial Intelligence detects Key words and object in the Video to help flag any issues.

# The Outcome: Complete view of site journey from developer survey through to supply connection



## 100% of customers rated service as good or excellent

Customer satisfaction from first contact with United Utilities has increased, with all customers saying they would reuse the service



## 2,500 hours of administrative time on paperwork saved

Removing the need to type up site notes frees time to focus on quality



## Easy adoption with customers and field teams

Over 5,000 videos have been recorded since go live



## Increased ability to assure the quality of work and assets

The rich video provided by Vyn helps ensure that all new or adopted assets are fit for purpose

## Key Success Factors

- Link to record Vyn on United Utilities' website
- Simple to use - no download - for customers
- Video as data and dashboards to highlight next actions
- Field team involvement to implement new ways of working



Real-time tracking, collaboration and remote monitoring

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**Capture. Connect. Close the loop.**