



“ Thanks to Skillsoft, we’re able to deliver viable online compliance training that’s effective and relevant. And that’s boosted our ability to serve customers better while demonstrating we’re supporting staff to work in a way that’s compliant. ”

Lesley Blower, Learning Resource Manager, RWE npower

BUSINESS CHALLENGE

Operating in such a highly competitive industry means RWE npower is acutely aware of the importance of delivering exceptional and compliant customer service to secure and retain market share.

When 29 new standard operating procedures (SOPs) for customer enquiries came into play, RWE npower had to ensure that they were understood by all relevant employees – and fast. This training needed to be more than a tick box exercise - failure to proactively manage its level of complaints risked Ofgem imposing financial penalties or suspending its license to sell. This created a real sense of urgency; it was crucial to rapidly implement training for 750 call centre personnel, plus additional home-based staff, in just a matter of weeks.

ABOUT RWE NPOWER

RWE npower is a leading UK energy company and is part of the RWE Group, one of Europe’s leading electricity and gas companies, active in the generation, trading, transmission and supply of electricity and gas. Their 70,000 employees supply over 16 million customers with electricity and around 8 million customers with gas. In the 2011 financial year RWE recorded about €51.6 billion in revenue. They serve around 5.4 million residential and business customers with electricity, gas and energy services. Through RWE Generation, they operate and manage a flexible portfolio of coal, oil, biomass and gas-fired power stations, producing more than 10% of the electricity used in Great Britain. They also manage a portfolio of cogeneration plant.

HOW SKILLSOFT HELPED

Since RWE npower needed to offer a flexible access learning environment in which staff could complete essential compliance learning at a steady pace, and with no external pressure of call demand, the answer was the rollout of online SOP training that staff could access and complete at home or at work.

RWE npower used Skillsoft’s Custom Content Developer, to create and host SOP modules on their Skillport platform. This enabled them to reach the widest possible audience in an incredibly tight timeframe, with the added benefit of being able to monitor and report on the effectiveness of the online compliance training programme.

KEY METRICS

637 people chose to complete the learning in their own time and satisfaction scores were in excess of 90%

In just three months, customer satisfaction scores saw RWE npower move up Ofgem’s performance league

The delivery of online compliance training at RWE npower continues to go from strength to strength

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