

# Operational Improvement

## **Dutch Energy Company Streamlines Business Unit**

One of the largest Dutch energy companies asked Kea Company to help achieve restructuring one of their business units while the market was transforming its energy market model. After developing a plan for a scalable headcount and train the right people to double the knowledge in less than six months, our team also found ways to help improve IT process maturity and business credibility.

### **BUSINESS CHALLENGES**

- Achieving skill redundancies
- Transforming the service center to a new operating model
- Executing operational productivity, efficiency and transformation strategy

### **APPROACH / DIFFERENTIATION**

- Recommended performance targets for the service center transformation strategy while identifying key areas for efficiency gains
- Cost Benchmarking to drive optimisation efforts
- Reviewed and validated key consolidation strategies
- Conducted IT Process assessments

### **RESULTS**

- Improved service center and sales process maturity in selected process areas
- Consolidated several support functions resulting in improved service, increased efficiencies, and redeployment of personnel with more skills

