

CUSTOMER: LEKKER ENERGIE GMBH

## Lekker Energie increases productivity with Amazon Connect

Lekker Energie GmbH is a nationwide electricity and gas supplier in the German energy market. Customer loyalty plays a vital role in Lekker Energie's sustainable profitability. In the in-house customer centre, 50 employees work per shift and answer around 30,000 calls per month.

### More power and flexibility in the cloud

The energy supplier Lekker Energie has been using AWS since 2016 and regularly achieves top marks in comparative tests for customer service. Lekker Energie was looking for a contact centre solution that could adapt to local market requirements and eliminate the need for on-site systems and servers. With its extensive configurability and serverless cloud architecture, Amazon Connect meets all the requirements for flexible scalability and integration of existing customer databases and opens the door for using artificial intelligence. A key advantage of Amazon Connect is the browser-based softphone, which supports location-independent working. As a result, customer service staff only need a notebook and a headset to take customer calls.



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### Relief for the customer service team through call distribution

After tecRacer successfully carried out a proof-of-concept of Amazon Connect as a new contact centre solution at the beginning of 2019, the previous telephone system was migrated to Amazon Connect and enhanced with additional functionalities. AWS Lambda quickly integrated Amazon Connect into Lekker Energie's existing backend systems. It opens up extensive possibilities in terms of machine learning and evaluations. The Load Workforce Management (LWFM) system directs tasks to individual customer service team members based on availability with the help of Amazon Connect for incoming voice and ReplyOne for incoming text. This frees the customer service team from tedious tasks.

At Lekker Energie's request, tecRacer also designed and developed an individual agent cockpit. There, each agent receives an all-round view with critical customer information, personal call statistics and an up-to-date overview of the status of the queues.

For the already existing dashboard and reporting systems at Lekker Energie, a universal API interface could be provided in a short time in order to visualise the metrics of callers, agents and queues outside of Amazon Connect in the customer's systems and make them available for customised monitoring. A high level of automation in the deployment process, with scripts of the required resources, minimised sources of error and reduced the cycle for deploying updates. This also created an audit-proof environment that can be restored to its previous state after changes.

### High satisfaction and a ten per cent increase in productivity in the first month

The results after one month of live operation speak for themselves: the customer service team is delighted. Amazon Connect is easy to use and responds quickly and flexibly. Moreover, the entire unit can work from home. During the restrictions to reduce the spread of the Coronavirus, there were, therefore, no problems with productivity. On the contrary, the first month already showed an up to ten per cent improvement in accessibility based on the performance index. In addition, both customers and customer service praised the excellent audio quality.

### Outlook

In the next step, quality control and call analysis will be expanded. The pre-identification of calls and their qualification by integrating the AWS services Amazon Lex and Polly are also planned. A customer survey is also to be conducted with the help of Amazon Connect.

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**Customer contact:**

René Kulschewski, Chief Information Officer, Lekker Energie GmbH:

*„We have found that cloud technologies can enable our teams to focus on what matters to our customers. With AWS and tecRacer, we have strong partners to make this happen.“*



**Project goals**

- Enhanced customer service productivity
- Optimised accessibility for customers
- No need for on-site systems and servers
- Reduce the burden of repetitive tasks on customer service

**Project duration**

Autumn 2019 until spring 2020

**Project performance tecRacer**

- Migration of the previous contact center solution to Amazon Connect
- Development of a customised agent cockpit
- Integration of the existing Load-Workforce-Management-System (LWFM) into Amazon Connect and ReplyOne
- Launch of new functionalities

**About tecRacer**

tecRacer is based in Hanover and has offices in Duisburg; Frankfurt am Main, Hamburg, Munich, Vienna, Lisbon and Lucerne. It consists of the division's Cloud Consulting - Amazon Web Services, Agile App Development - Web & Mobile and Managed Services.

tecRacer is an Amazon Web Services Authorised Training, Premier Consulting and audited Managed Services Partner and offers official training, consulting, projects and managed hosting around Amazon Web Services.

tecRacer was founded in 1999 as the business unit „iRacer“ of Herrlich & Ramuschkat GmbH. In 2006, tecRacer GmbH & Co. KG was founded as a separate company. Today, the owner-managed company employs more than 120 permanent staff and has more than 450 customers and 1,500 projects worldwide since 1999.

tecRacer has an experienced Amazon Connect team consisting of consultants, developers and solution architects who will implement your Amazon Connect customer project and provide you with competent support.

You can find more information at [www.tecracer.com](http://www.tecracer.com)

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