

Lessons Learned from the energy sector

Emma Lampert - Head of Customer Success, Localz

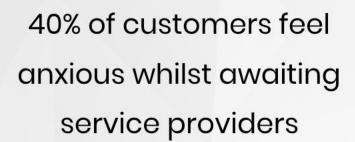




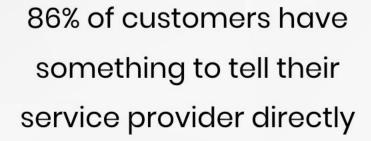


Customer expectations have already changed











60% of customers want the ability to track their service provider





Lessons in Customer Centricity







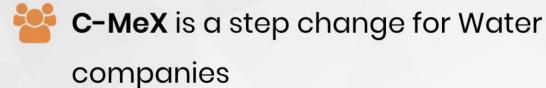




All those who fall behind are left behind



This is the new **normal**.



Nany industries are making the change **now**

But this is the **opportunity** to rise above the pack





OVO Energy - Accelerated Speed to Value



- Rapid, scaled field deployment
- T supporting users and process
- Reduction of appointment abort rate
- Customers tell us they LOVE it



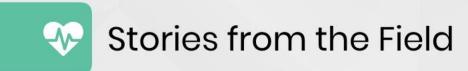


British Gas - Building Innovation Together

- Fully integrated into Engineer workflow
- Collaborative feature development
- Reduction of abort rate by up to 20%
- 4.6/5 for customer satisfaction













Soya Latte Thoughts To Go

- Ask your Customers
- © Support your Team
- **Challenge** useless processes
- Iterate!
- 🖒 Slay 🊜







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