

# WNS

## Automation & Analytics Transform Energy Supply Chain Operations, Driving a ~91% Reduction in Customer Complaints

*This is our story of leveraging automation, analytics and process re-engineering to create a unified, agile and data-driven procurement function for a leading North American energy retailer. The transformation drove significant benefits in Customer Complaint Resolution Process (CCRP), cost savings and workforce management, strengthening vendor relations and operational efficiency.*



# As we know...

Efficient supply chain management is fundamental in the energy sector, where operational continuity, cost control and vendor relationships are essential for growth. However, fragmented systems and reliance on manual processes for basic tasks can hinder supply chain operations, delaying procurement cycles and creating missed savings opportunities.

Streamlining supply chain operations requires harnessing automation and data insights, fostering collaborations and integrating industry-leading procurement strategies to boost operations, cost savings and customer / vendor satisfaction.

## The challenge for our client was...

Streamlining its supply chain and procurement operations to support the company's strategic goals. Key areas for improvement included:

### 1 Bringing Synergy and Enhancing Coordination across Teams

#### Fragmented Procurement Sub-Teams

**Challenge:** Tasks related to Procurement Requests (PR), Purchase Orders (PO) and Past Due items were divided between distinct sub-teams, leading to fragmented workflows, gaps in communication and limited collaboration. The lack of a structured process for distributing PRs to buyers caused uneven workloads and limited real-time task visibility.

**Impact:** The silos slowed decision-making, overlapping processes and increased errors. The uneven distribution of workloads led to delays and inefficiencies, with some buyers overburdened and others underutilized, affecting PR handling and resolution of Past Due items.

#### Lack of Coordination between Supply Chain and Accounts Payable (AP) Teams

**Challenge:** Communication gaps between the supply chain invoice mismatch team and the AP team caused delays in resolving mismatches and hindered timely vendor payments.

**Impact:** This lack of coordination extended payment cycles and invoice resolution times, hampering timely payments and straining vendor relationships. The CCRP averaged 10-12 monthly cases, compounded by increasing employee attrition rates.

### 2 Unlocking Greater Cost Saving Opportunities

**Challenge:** The lack of a standardized negotiation approach led to inconsistent outcomes and limited skill development among buyers. Formal training and performance tracking were needed to secure optimal supplier terms.

**Impact:** Potential cost savings were missed, directly affecting the bottom line.

### 3 Optimizing Communication and Response Times

**Challenge:** A high volume of e-mails from vendors created delays in sorting, prioritizing and responding to critical queries.

**Impact:** Average response times for high-priority e-mails reached 24 hours, causing delays in vendor payment cycles and risking vendor relationships.

# WNS stepped in as a consulting and transformation partner to...

Implement a structured and comprehensive solution focused on process automation, team alignment, real-time data analytics and best-in-class procurement practices. Key aspects of our solution included:

1



## Unified Team Structure

- We implemented a Green Belt project to combine Buying and Past Due teams into a single, cohesive structure. Cross-training was provided to bridge skill gaps and enable smoother collaboration.
- The supply chain mismatch and AP teams began to operate under a unified leadership, streamlining processes and enabling faster, more efficient issue resolution. Continuous feedback loops fostered ongoing workflow and communication improvements.

2



## Standardized, Data-driven Procurement Framework

- We developed a data-driven procurement model incorporating advanced analytics to identify and capture real-time savings opportunities.
- A customized savings tracker monitored progress and delivered actionable insights to improve negotiation and procurement strategies.

3



## Automated E-mail Management System

- An automated e-mail prioritization system was introduced, using machine learning to sort and flag urgent queries. This ensured that critical issues were addressed rapidly, drastically reducing Average Handling Time (AHT) and improving vendor relationships.





## The end-to-end transformation of procurement operations resulted in...

Significant cost savings, operational efficiencies and strengthened relationships with vendors for our client. This transformation not only reduced manual workloads and response times but also empowered the client with a resilient, streamlined supply chain operation poised for sustainable growth. Key outcomes included:

**106%**

increase in cost savings over three years driven by analytics-powered insights

**89%**

reduction in open invoice volume achieved through efficient work allocation

**~91%**

reduction in average monthly CCRP, reflecting increased client satisfaction

**~30%**

decrease in employee attrition rate

**~98%**

improvement in AHT for e-mail responses, leading to faster issue resolutions

**~22%**

improvement in Net Promoter Score, indicating improved vendor relations

### About WNS

WNS (Holdings) Limited (NYSE: WNS) is a digital-led business transformation and services partner. WNS combines deep domain expertise with talent, technology, and AI to co-create innovative solutions for over 600 clients across various industries. WNS delivers an entire spectrum of solutions including industry-specific offerings, customer experience services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. As of September 30, 2024, WNS had 62,951 professionals across 66 delivery centers worldwide including facilities in Canada, China, Costa Rica, India, Malaysia, the Philippines, Poland, Romania, South Africa, Sri Lanka, Turkey, the United Kingdom, and the United States. For more information, visit [www.wns.com](http://www.wns.com).

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