



Knowledge and experience to keep utility businesses competitive

One fact remains constant within the utility industry: in order to succeed, companies must find cost-effective ways to communicate with their customers. NexGen Agency offers services across the entire customer lifecycle, from acquiring and provisioning new accounts, to handling outage notifications, to billing and service inquiries.

Are you
struggling with...

- ▶ Having to micromanage your current partner?
- ▶ Providing customer support across multiple channels?
- ▶ Providing quality support with well trained agents?
- ▶ Ensuring for your customers?
- ▶ Maintaining high CSAT and NPS?
- ▶ Monitoring and analyzing your social media channels?
- ▶ Maintaining first call resolution?

We Can Help! Our Proven Results

Value Proposition

In the Utilities sector, legacy Customer Information Systems (CIS) often cannot support the growing demands for reporting customer data management across multiple channels in real time. The NexGen Energy team has implemented numerous CRM launches for utilities over a variety of platforms. NexGen's technology standards allow for simplified integration into virtually any CRM platform to easily access customer history and touch points across all channels.

Our Proven Results

We save utilities companies cost and time in hiring/training staff, save them from investing in high end infrastructure, enhance their customer satisfaction greatly, and most importantly, allow them to focus on their core business.

Channels We Support

- Voice
- Email
- Chat
- SMS
- Social
- Social Messengers

We Support

- Oil
- Electricity
- Gas
- Energy
- Water
- And More!