

# Brooke

## Providing managed support services for EWOVs newly implemented complaints management systems



**ENERGY AND WATER  
OMBUDSMAN**  
Victoria **Listen Assist Resolve**

### Background

Brooke's client, the Energy and Water Ombudsman of Victoria (EWOV), resolves complaints about electricity, gas and water companies. Brooke partnered with EWOV to modernise their complaints management system and enhance the interactions between staff and customers, to ensure its team could continue to serve the needs of the community now and into the future.

### The Problem

With the system successfully implemented EWOV needed to look at ways to support, manage and improve their solution. To achieve this, the partnership with Brooke was continued with the establishment of a Managed Support agreement. This could allow EWOV to manage and improve their system, along with build capability in their team to inevitably self-manage the platform.

### The Solution

Brooke worked in partnership with EWOV to establish a bespoke managed support plan that would best meet their needs, from a day-to-day and a budget perspective.

A flexible approach was required, with a plan developed to incorporate both proactive and reactive support, along with a bespoke training program to build and improve EWOV's capability in managing their system.

For day-to-day requirements, Brooke works with EWOV collaboratively to prioritise requests received and ensure they are always extracting the highest business value from budget spend, rather than just being transactional. Issues raised are discussed to determine what are critical or important incidents, and what are immediate or future enhancements, ensuring both Brooke and EWOV are always working on the highest business priority to deliver highest value.

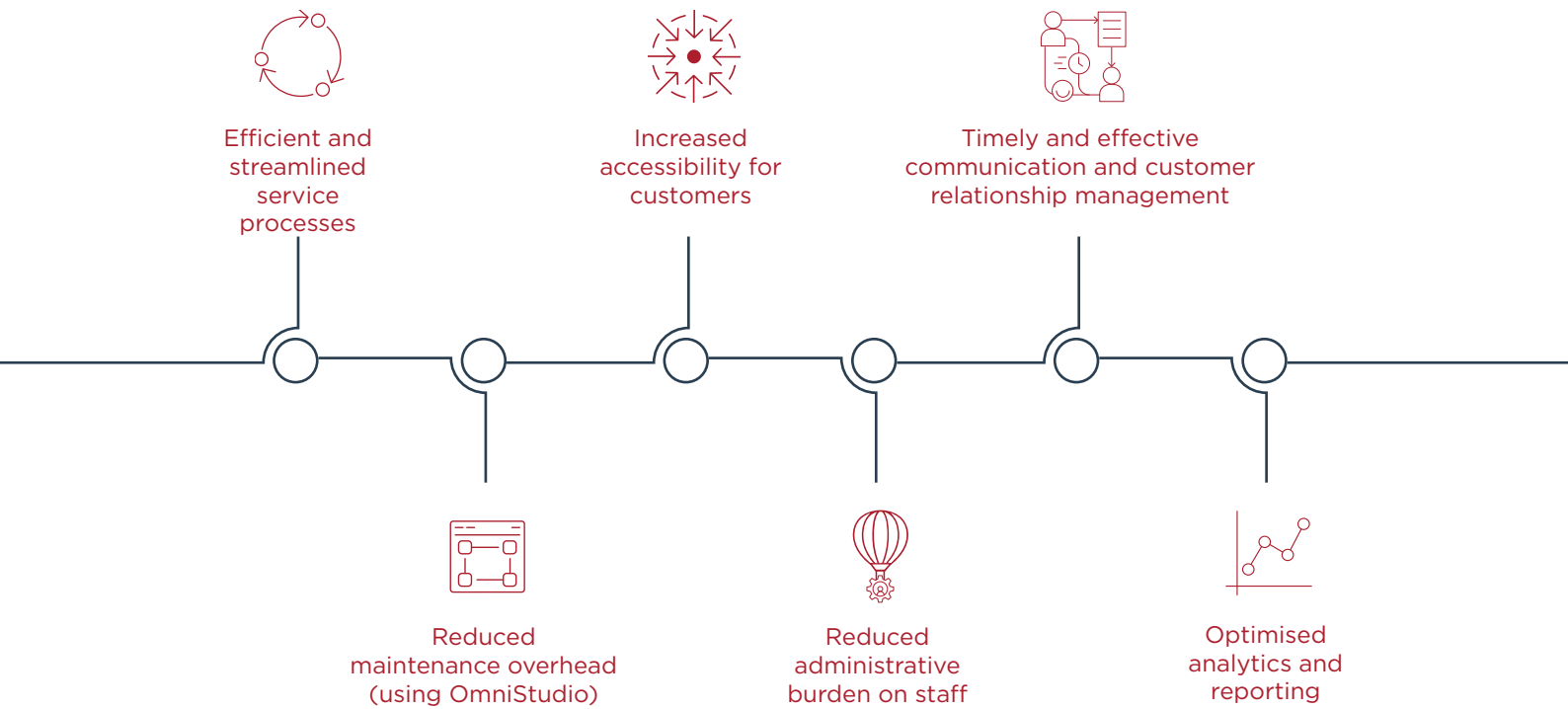


Whilst EWOV can undertake easy, basic administrative tasks, Brooke focuses on teaching staff to be better administrators, and working on more complex issues.

### Meaningful Results

Key outcomes achieved in this bespoke managed services agreement include:

- Internal upskilling through training and teamwork to learn [learning on the job].
- Internal management of simple tasks, a board and tickets.
- Assessment against the Salesforce seasonal upgrades.



### Rapid Transformation | Meaningful Results

If you want to solve your problem faster then talk to our Account Directors.

