

A case study in rapid transformation

The Problem

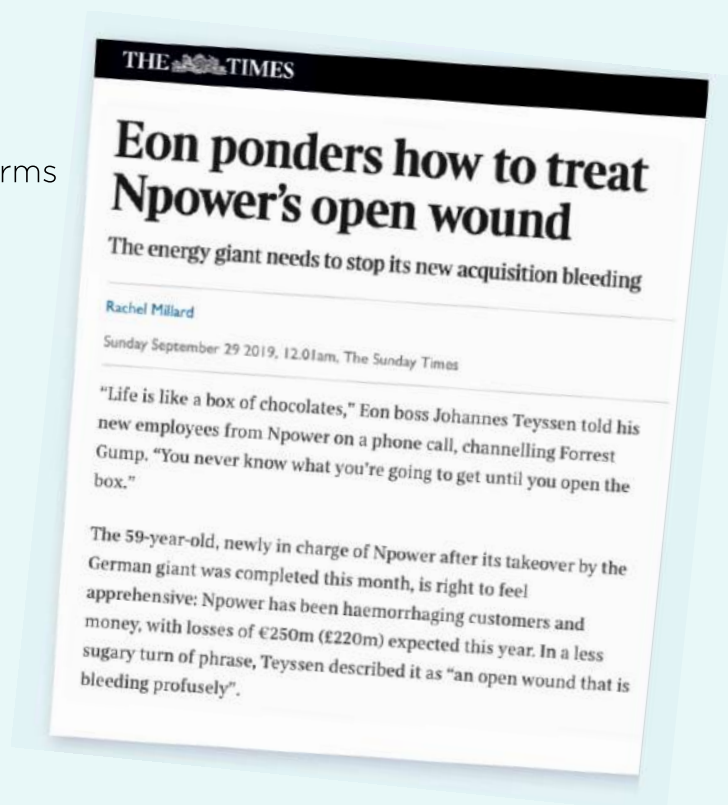
In September 2019, as part of a pan-European asset swap agreement, E.ON inherited 2.9m npower customers across the UK triggering an urgent need to transform their business.

Key challenges:

2.9m accounts scattered across 6 different platforms
'Bad' customer service ranking on Trust Pilot
Npower suffering significant financial losses

Goals:

Decommission multiple platforms, as quickly as possible
Set-up a single platform and operating model for the new brand: EON Next
Migrate customers with minimal disruption
Increase green products and capabilities
Engage employees and customers



"We had a massive IT problem. We looked at the big technologies and none of them could help us. This was an entrepreneurial task, you don't find that at big companies. We found that with Octopus and Kraken."

Karsten Wildberger, Former COO
E.ON Group

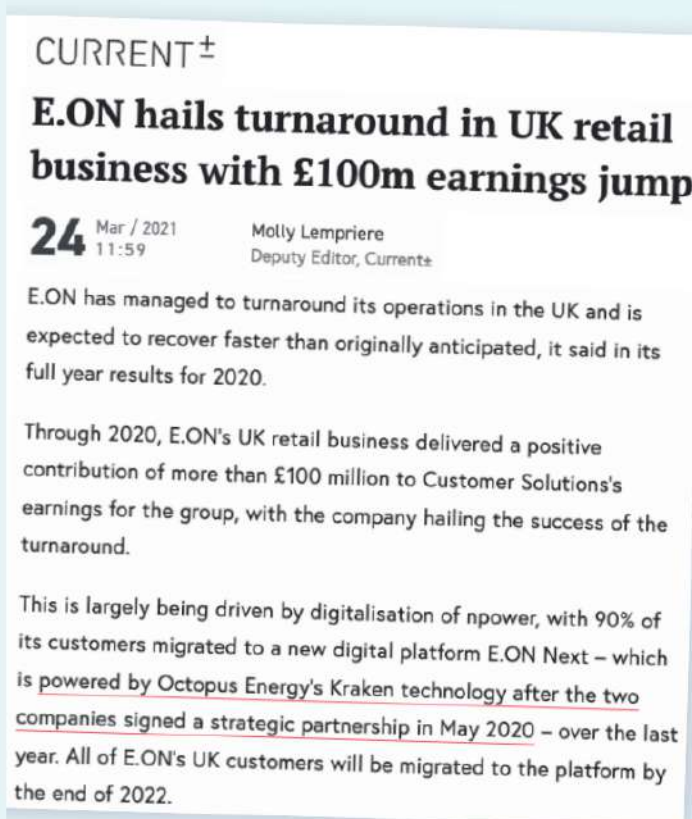


Build, operate and transfer process

Our 'BOT' process allows for a rapid and de-risked migration of customers from legacy tech platforms to Kraken. Within 6 months, 2 million accounts had been moved to a digitally native, decentralised operations & tech 'bond' model, giving customer-first teams high levels of autonomy and trust. This quickly transformed customers experience from bad to excellent.



In less than 12 months...



2.9 million migrated

Customers migrated from 6 different platforms during Covid-19 lockdown

FROM



TO



FROM

\$250m loss

TO

\$125m profit