



Case Study: ATCO Gas & IrisCX Solution for No-Heat Calls

ATCO™

Overview

ATCO Gas, a prominent Canadian utility company, leverages IrisCX to enhance the efficiency of its Operational Support Services. As a major distributor of hydrogen, natural gas, electricity, and solar energy, ATCO serves nearly 700,000 customers across Canada, facing urgent challenges particularly during the cold seasons..

Challenge

Responding to no-heat calls during frigid Canadian winters was historically cumbersome and costly, with each technician visit costing up to \$300. This not only stretched ATCO's resources but also increased customer anxiety due to the delays in restoring heating.

Solution with IrisCX

ATCO Gas integrated the IrisCX platform to transform their customer service delivery through technological innovation. Here's how IrisCX has improved their service:

1. **Remote Diagnostics and Issue Resolution:** IrisCX's advanced video features, augmented reality capabilities, and AI allow ATCO's technicians to offer live support via smartphone. They guide customers through video inspections of their heating equipment, quickly identifying and resolving issues or facilitating referrals to service providers.
2. **Visual Assistance:** The platform's visual support tools enable customers to interact visually with technicians, simplifying the troubleshooting process and enhancing understanding, thus speeding up diagnostics and repairs.
3. **Self-Guided Solutions for Inspections:** IrisCX includes a self-guided solution that streamlines the inspection process, significantly accelerating the time to approve inspections. This tool allows customers to conduct preliminary inspections using guided steps provided via the platform, which helps in preparing reports or gathering necessary information before a technician's review. As a result, this reduces the waiting period for approval and further action.
4. **Analytics and Reporting:** IrisCX's detailed analytics on service interactions assist ATCO Gas in monitoring performance, adjusting resources effectively, and improving service delivery based on real-time data.

Impact

The adoption of IrisCX by ATCO Gas has led to significant operational improvements:

- **Reduced Operational Costs:** Approximately 6,000 technician dispatches have been prevented, saving costs and reducing emissions.
- **Increased Efficiency:** The average call handle time has been reduced to less than 15 minutes with a 60% first-contact resolution rate.
- **Enhanced Customer Satisfaction:** With faster response times, the Customer Satisfaction Score averages 9.6 out of 10 and Net Promoter Score sits at 85 out of 100.

Expert Insight

Chris Blunt, Manager of Downstream Operations at ATCO Gas, praised the IrisCX system, saying, "The visual support and advanced diagnostics capabilities of IrisCX have improved our approach to no-heat calls. By allowing our customers to use visual guidance for troubleshooting and self-guided inspections, we are not just speeding up the process but also significantly enhancing their experience during critical service interruptions."

Conclusión

The integration of IrisCX has fundamentally changed how ATCO Gas handles no-heat emergencies. The technology enables effective remote and visual assistance, transforming potential crises into efficiently managed situations and setting a new standard in utility service responsiveness. This case study exemplifies the significant benefits of innovative technologies in utility management.