

Tata Power



About Tata Power

Tata Power's journey over a century has been a fascinating saga of pioneering initiatives; responsible business practices that have a minimal impact on the environment; and initiating several socio-economic changes in our community. In its quest to deliver sustainable energy, the Company is spreading its footprint nationwide, setting new benchmarks for operational efficiencies, investing in global resources and redefining paradigms.

The Need of the Client

Tata Power required an able customer care specialist to handle the queries, complaints and grievances of its large customer base. Due to the highly essential nature of energy and utilities, time of handling and resolution of tickets raised was of essence.

Solution for the Client

A well-thought-out and deeply researched solution/package of services was developed for addressing the specific requirements of Tata Power. This included a variety of complementary services, built around the core solution consisting of technical support wherein customers lodge a complaint on the company portal.

Results from the Solution

The services that we delivered included resources, timelines, and overseeing the entire execution process of the solution from implementation to feedback integration.

Tata Power gained the utmost in terms of client satisfaction, as the number of grievances addressed grew to eclipse previous performance.

The positive impact of our services on the business of the client was there for all to see, and the client acknowledging the high quality of the services we delivered added another feather to our already burgeoning hat.

Go4customer incorporated the learnings from our solution deployment for Tata Power into our existing processes so as to evolve our services for the tech-driven future!