8x8

Prepay Power

PrepayPower energizes customer service

Industry
Utilities

Headquarters
Dublin, Ireland

Size
600+ employees

8x8 Solutions
8x8® Contact Center™
8x8® Secure Pay™
8x8® Video Elevation

Integrations
Microsoft Power Automate
Microsoft SQL Server
Survey Monkey
Zapier

Challenges

- Fragmented legacy system.
- Lack of scalability to accommodate peak volumes and business growth.
- Inability to integrate with other solutions.

Results

- CSAT scores consistently near 90%.
- NPS increased significantly, surpassing 60.
- Real-time data access improved service responsiveness.
- Enhanced PCI compliance.

“The most impressive part of 8x8 has been the connectivity of the system. We’re able to get access to data through 8x8 we were never able to access before.”

Geoff Keenan
Digital Transformation Manager



Read More