

# Enabling Customer Self-Service Experience Transformation at Scale

TotalEnergies Gas & Power UK selected a new utility customer operations platform as the foundation for its future operations. However, while the new core platform provided operational capabilities, it lacked the customer-facing self-service experience required to support customers during the transformation. At the same time, the migration programme was moving at high speed.

## Quick highlights

### Accelerated digital transformation

Delivered a fully functional customer portal in parallel with a major platform transformation programme.

### Modern self-service experience

Creating a customer-facing environment where new services and capabilities can be continuously delivered.

### Future-ready digital foundation

Designed to support future customer service innovations from real-time interactions to AI-powered experiences.

## The Challenge

TotalEnergies Gas & Power UK was modernizing its customer operations through the implementation of a new utility customer operations platform. However, transforming core systems was only part of the challenge.

The business also needed to launch a new generation customer portal capable of supporting customer migrations, showcasing future capabilities, and maintaining a best-in-class digital experience throughout the transformation journey.

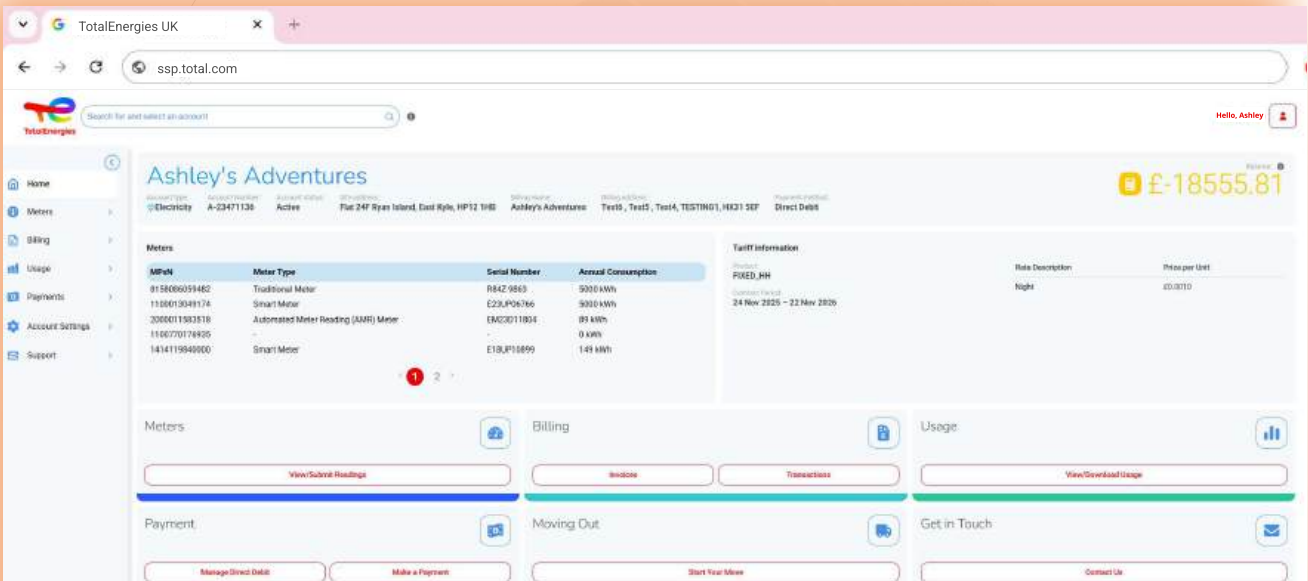
With multiple workstreams progressing simultaneously, the customer experience could not wait for every backend capability to be completed. TotalEnergies Gas & Power UK needed a partner that could move at the pace of the transformation, delivering a modern customer platform that would support both immediate business needs and future innovation.

# Methodia: The Solution

Drawing on a long-standing partnership with TotalEnergies Gas & Power, Methodia designed and delivered a new customer self-service platform that provides customers with a seamless digital experience while creating a foundation for future innovation. Most importantly, the portal was delivered rapidly enough to support the ongoing transformation, enabling the company to demonstrate upcoming customer experiences and capabilities even as broader business and technology workstreams continued to progress.

## Unified Customer Account Management

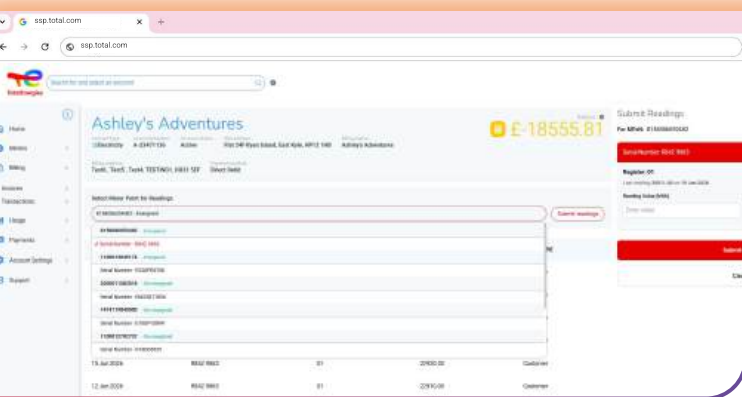
The portal provides customers with a single place to manage their energy accounts and access key information. Account details, balances, meter information, billing data, and customer services are presented through a consistent digital experience, giving users immediate visibility into their energy operations.



## Digital Self-Service Operations

Customers can independently manage essential account activities, including submitting meter readings, queries, accessing invoices, reviewing transactions, and managing account information.

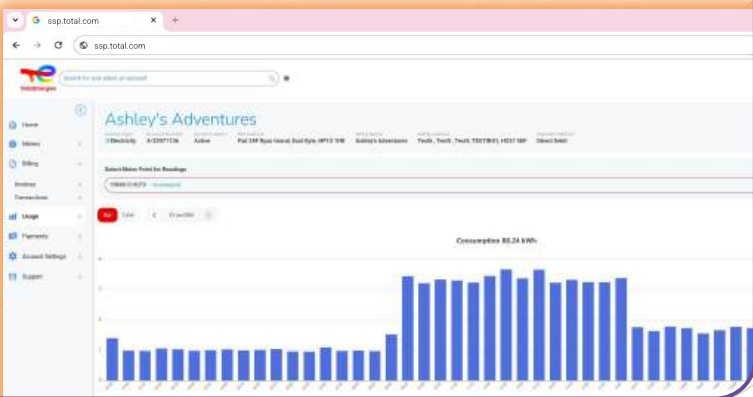
By unifying core customer interactions, the platform reduces reliance on manual processes while giving customers faster access to the services they use most frequently.



## Flexible Reporting & Future-Ready Innovation

The platform provides customers with direct access to consumption data, insights, and self-service reporting.

Designed for future innovation, the platform creates a foundation for capabilities such as real-time reporting, real-time payments, AI-powered interactions, and other evolving digital services.



# Business Impact

Delivering large-scale business transformation programmes requires more than replacing core systems. It requires ensuring customers will continue to receive a seamless experience throughout the journey. With Methodia, TotalEnergies Gas & Power launched a modern customer self-service platform that enabled its transformation programme to move forward at pace while creating a foundation for future innovation.

- ✓ Enabled customer-facing transformation to progress alongside core platform modernization
- ✓ Provided a live environment for showcasing and validating future customer experiences
- ✓ Reduced risk during a major business and technology transformation
- ✓ Created a flexible foundation for future digital services and innovation



## Industry

Energy supply and utilities

Part of the TotalEnergies Company, TotalEnergies Gas & Power UK is a market leader in the UK gas supply market and also has been supplying electricity. TotalEnergies Gas & Power now supplies over 200,000 sites across all market sectors: small and medium businesses, large industrial and commercial companies, as well as the public service and non-profit organisations.