

Zenergi Ltd

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Zenergi is a company specialising in energy procurement, invoice validation and contract management, dealing in particular with public sector organisations, schools and businesses.



The ethos at Zenergi is to strive to provide excellence in all areas of service to clients, colleagues and suppliers based on being professional, efficient, conscientious and progressive at all times. Communications through all levels is the key to success and they pride themselves on their exceptional quality of service.

Key to this has been a full understanding of the customer journey which breaks down each 'touch point' of their service and ultimately the customer experience. Every year the business provides an annual survey which asks customers to comment on their experiences.



As an internal measure and a comparison to their survey they also monitor customer query types which enable the business to identify the factors which are most frequent and will therefore have the greatest impact on customer service levels.

This year Zenergi have also started validating invoices for prospective clients for free before their contract renews, as it assists with the transfer over to Zenergi once their existing contract expires.

A bespoke CRM system allows for detailed information and data to be provided to the customer instantly as well as allowing the business to review overall savings.

