



## Managed Services Expertise:

# Providing Amazon Connect & AWS Managed Services for Rebel Energy

## The Client

As an energy company with a particular focus on ending fuel poverty, Rebel Energy is on a journey to create a fairer, more equal, and greener society.

## The Challenge

Rebel Energy entered the energy market in 2021 with a mission to have the automation and technology that puts them ahead of their competitors - in how they offer their services and their quality of service.



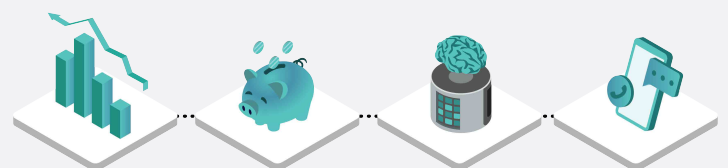
## Results at a glance

- ✓ Rapid implementation of Connect and Digital Space add-ons, driving value faster
- ✓ High quality, multi-channel customer experience
- ✓ Ongoing, reliable, cost-effective managed service

## The Approach

Rebel identified the following requirements for the technology they used to communicate with customers:

- ability to scale with demand
- cost-effectiveness
- ease of integration and automation
- ability to support multi-channel customer communication (phone, chat and web self-service)



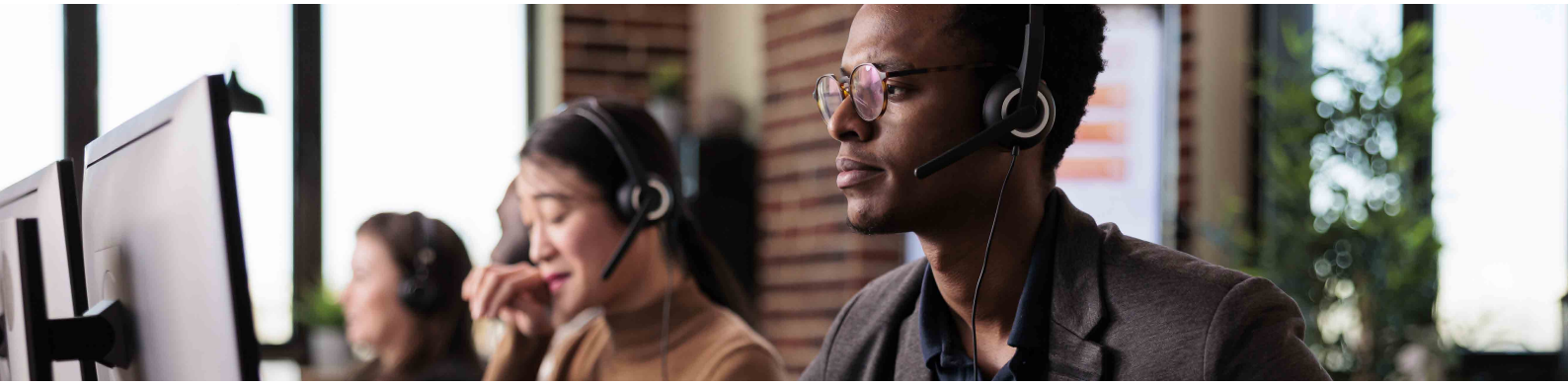
## Get in touch:

Head office: Brunel Business Park, Jessop Close, Newark,  
Nottinghamshire NG24 2AG

📞 0333 220 0222

✉️ hello@digitalspace.co.uk

📍 www.digitalspace.co.uk



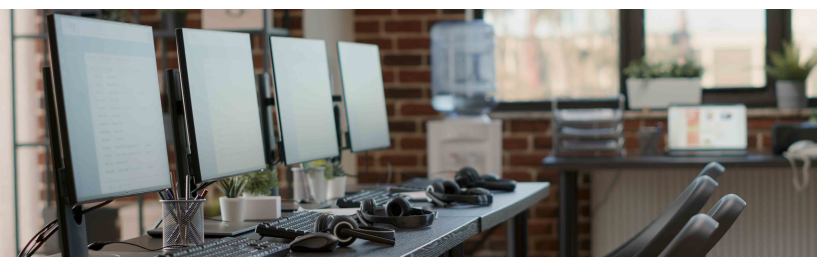
## The Solution

Digital Space's expertise in Amazon Connect, the AWS contact centre telephony platform, and our experience as an AWS Managed Service Partner meant we were ideally placed to meet Rebel Energy's needs.

## The Results

As an AWS Managed Service Partner for Rebel Energy we:

- designed and built an Amazon Connect call centre
- provided our customised softphone on the Connect platform (adding voicemail, extensions, holidays and automated customer satisfaction surveys to their basic Connect service)
- implemented a customised wallboard that supported Rebel's KPIs
- used Amazon Contact Lens for call transcription and sentiment analysis so call centre managers could see in near real-time how well their staff were handling calls (and step-in to avoid issues if required) thus maintaining high customer satisfaction
- provided an ongoing managed service they can rely on



## What our client says



Amazon Connect has been a great solution for us, enabling us to scale with the market and providing great value for money. We needed a knowledgeable, responsive and innovative partner and from the start, Digital Space impressed us with their expertise and passion for driving positive outcomes in our business."

**Bwalya Kasase,**  
COO,  
Rebel Energy

## Why us


**AWS Managed Service Partner since 2015**

**Amazon Connect automation expertise since 2018**

**We have developed products that add value to Amazon Connect and can be implemented rapidly**

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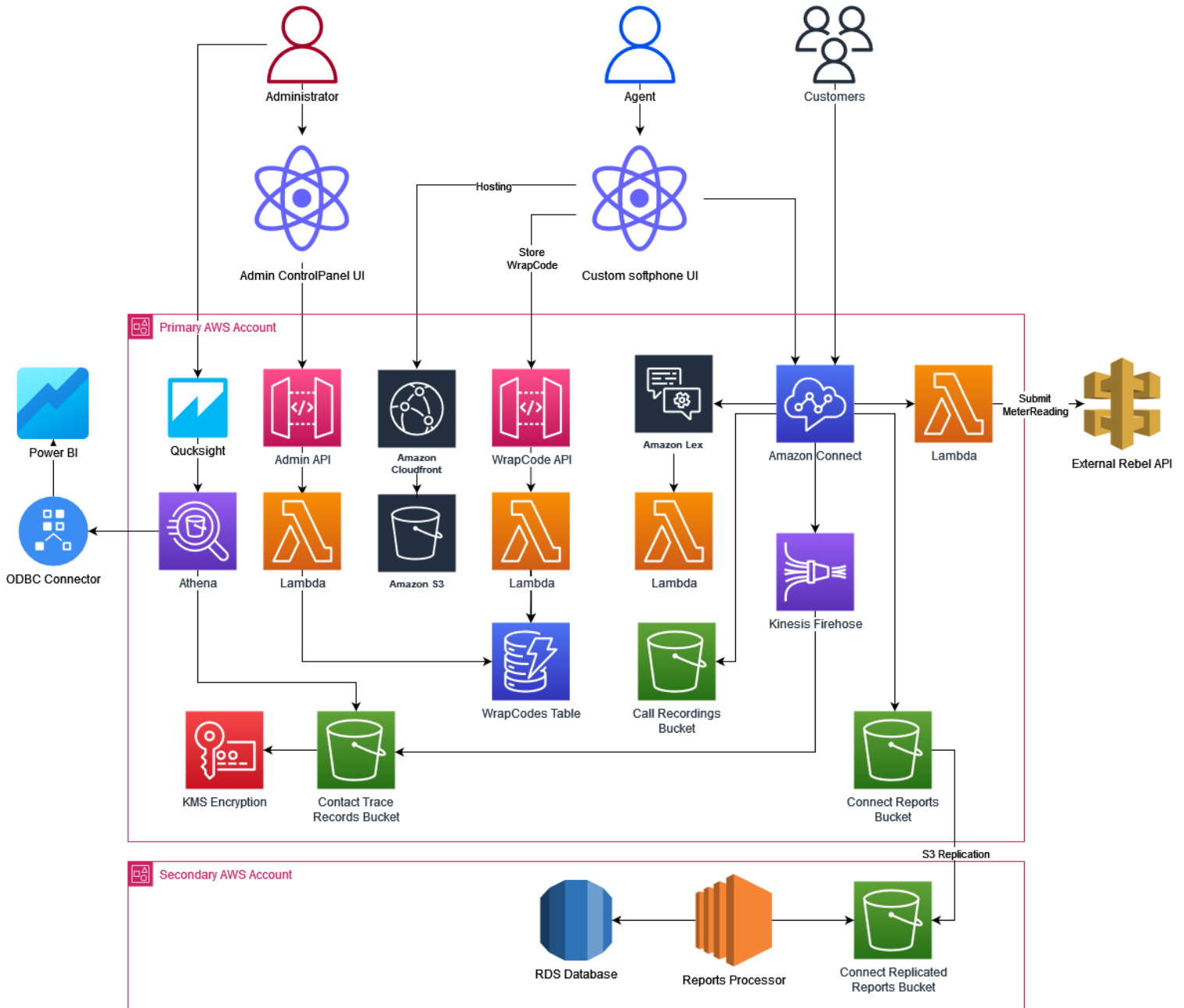
 0333 220 0222

 [hello@digitalspace.co.uk](mailto:hello@digitalspace.co.uk)

 [www.digitalspace.co.uk](http://www.digitalspace.co.uk)

## AWS Architecture Diagram

This diagram shows our solution architecture for Rebel Energy.



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