



## Case Study - E.ON UK

### Interims case study

E.ON, trading under the Powergen name, is one of the UK's largest residential energy suppliers. Their trading business is a major player in UK energy markets, their consultancy service delivers world-class expertise and, with a portfolio of industry leading power stations, it is one of the leading names in power generation.

With the need for additional resources, HarknessKennett were asked to provide a senior interim internal communications manager.

The focus for the interim was to provide day to day management of an internal and customer communications team, while also drawing on his experience to introduce new ways of approaching operational internal communications. In addition to the day job, he was also asked to manage a number of change projects.

The interim developed an internal communications strategy and introduced 'air traffic control' planning, a content strategy and feedback processes. Working with the existing team he created a communications centre of excellence by offering business partner support and raised the profile and professionalism of the team, their channels and their services.

*"We operate in a dynamic and complex environment. We needed an experienced communication manager who could adapt to rapidly changing business circumstances and understand what was important for the audience closest to our customers – our agents. Using an interim Communications Manager enabled us to provide this audience with the support they needed to deliver business results.*

*Our Interim Communications Manager really delivered; he quickly became a key member of the team and helped us to deliver some real business advantages."*

Paul Elliott  
Director, Customer Service & Operations  
E.ON UK