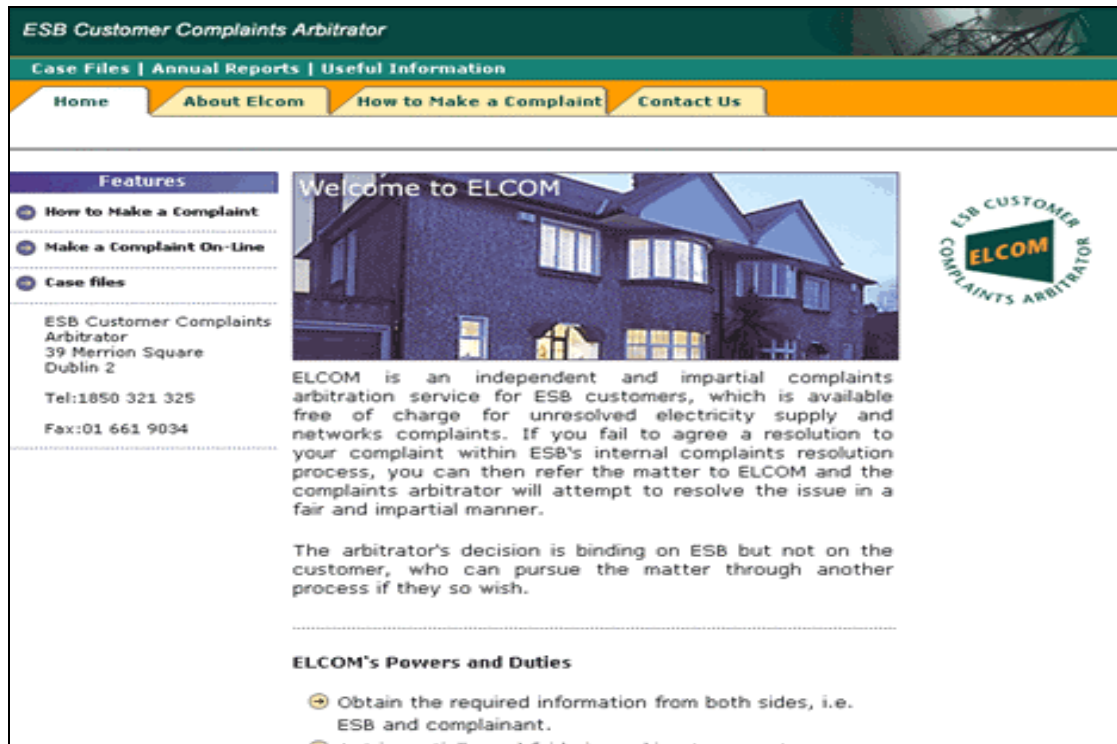


ESBI COMPUTING DEVELOPS WEBSITE FOR ELCOM



Client

ESB Customer Complaints Arbitrator (ELCOM)

Background

ELCOM is the ESB Customer Complaints Arbitrator and under Business Separation ELCOM separates complaints between Customer Supply and Networks where in the past they would have all been listed under ESB. Complaints range from quality of supply, continuity of supply, voltage levels, metering, supply connections, billing and payments. To make it easier and more accessible for a wide range of individuals to put their complaints forward, ELCOM needed an IT Solution.

Solution

ESBI Computing designed a website for ELCOM that will enable customers to submit their complaints online. The site was required to be accessible to as wide an audience as possible. This involved developing the site to conform to recognised web content accessibility guidelines, making the site more accessible to users with disabilities who rely on assistive technologies such as screen readers to access the web.

The initial stage of the project involved designing the information hierarchy for the site based on the content requirements supplied by ELCOM and identifying user objectives and goals. The information architecture of the site was designed in such a way to bring the most important content and instructional text up-front to the user to make the complaints process intuitive and efficient. Following the information design stage, graphic concepts were produced to reinforce, ELCOM's presence as a reliable, independent arbitrator and to make the content visible and usable, while maintaining a contemporary look and feel.

Benefits and Features

- The site is Triple A Bobby approved and built to WC3 guidelines
- Customers can fill in and submit an on-line complaint form or can download a printable version of the form, hence speeding up the whole complaints procedure.

Technical Description

This is a simple site developed using HTML and ASP