



Delivering Sustainable Living

eaga 



ABOUT US

eaga is a leading outsourcing company. It is one of the largest national suppliers of heating and renewable energy and is at the forefront of the carbon economy.

The company has grown consistently since 1990 by delivering market-leading outsourcing programmes for central and local Government as well as a wide range of private sector customers. Our approach is simple. We believe in providing a customer-focused service that is flexible, tailored to meet the needs of our customers and has the right innovation, technology and people to deliver it.

Our infrastructure embeds this ethos, with operational centres across the UK, Ireland, Canada and India providing the customer with the location, teams and systems of their choice.

With an established base of thousands of talented and experienced employees, we deliver seamless provision to ensure our customers receive the best possible service on time, on budget and from a solid and trusted partner.

OUTSOURCED SERVICES

eaga is a recognised leader in transformational outsourcing, delivering services that make a lasting and sustainable difference to the lives of customers.

Our client base includes local authorities, Government departments, the private sector and all the major utility companies.

Our service range includes multi-channel customer services, finance and administration, resource planning, case management, print and fulfilment.

eaga adds real value to organisations. Whether business focus, project delivery or cost savings, we understand no client is the same.

We ensure customer solutions are aligned to the consistent and transparent delivery of client obligations and objectives, fulfilling

contractual requirements as well as meeting policy goals. Through effective solution design and delivery we continually produce long-term outcomes rather than short-term outputs.

Experienced in delivering some of the largest outsourced Government and local authority programmes, we will challenge the way our clients operate and drive efficiencies through business excellence.

A partnership with eaga ensures a smooth transition, understanding of priorities and delivery of results.





HEATING AND RENEWABLE ENERGY

Our end-to-end service offering provides lower carbon emissions and reduced fuel bills.

Our installation service – eaga Heat – is amongst the largest in the industry. We fit energy efficient central heating and insulation in more than a thousand homes a day. Clients range from housing providers and utility companies to private households and social landlords.

Partnering with eaga provides a route to the delivery of proven, sustainable, solutions. We offer significant scalability and value for money in delivery. Our unique infrastructure, approach to customer service and demonstrable track record mean that we are a trusted, reliable partner.

We have helped drive the Government's reduction of fuel poverty, improving more than two million homes across the UK.



DELIVERING
SUSTAINABLE
LIVING

CARBON ECONOMY

At the forefront of green technology, we are one of Europe's fastest growing green support services companies.

A leading contributor to climate change and carbon reduction we deliver some of the UK's largest renewable energy and green technology solutions on behalf of Government, public and private sector organisations.

We support the largest number of area-based programmes in the UK, leveraging multiple funding sources to accelerate delivery against policy objectives and drive the Government's climate change and carbon reduction agendas.

Our work with the UK's major utilities and energy suppliers, under the Carbon Emissions Reduction Target (CERT), has enabled delivery against regulatory obligations, reduced domestic energy consumption and helped address customer affordability issues.

Our projects provide real solutions to lower carbon footprints and drive improvements in energy efficiency across the commercial and domestic sectors.





CORPORATE SOCIAL RESPONSIBILITY

eaga has a twenty-year track record in designing, implementing and delivering the UK's largest community programmes in challenging communities.

We understand they need tailored support and design bespoke solutions to meet their needs.

Our experience managing schemes like the Digital Switchover Help Scheme, Community Legal Aid and Warm Front – on behalf of Central Government and the private sector - gives us the expertise to understand and meet the needs of the most complex communities.

Through our community investment programme eaga has made a positive impact in communities across the UK and the world, donating over £3 million to improve services and enrich neighbourhoods.

Our programmes provide joined up services to communities that are sustainable, cost effective and make a visible, lasting difference to people's lives.

CHOOSING US

Whatever your requirements, working with eaga means you are choosing an organisation that is driven and sustained by a set of values.

Committed to continuous improvement, we create, transform and manage services with a strong customer focus, innovation and flexibility.

We drive efficiencies through measurable service improvements, professionalism and quality.

A winning team, we embrace change and demonstrate a sense of urgency that ensures smooth business transition. We do this responsibly and safely, adding value to your organisation and driving business excellence.

The services we provide make a lasting and positive difference to our clients and their customers. Choosing eaga means a long term partnership delivering sustainable, customer-focused solutions.



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For further information on how eaga
can work with your organisation
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