ELECTRIC & GAS

User-friendly invoice management for 4 million customers

With VistaVu's solution implementation, a utilities company saw a 50% reduction in paper correspondence pieces and 12% savings in printing costs.

VistaVu provided Project Management for all phases of this project including Blueprint/Design, Realization/Build, Go-Live, and Post-Go-Live Support.
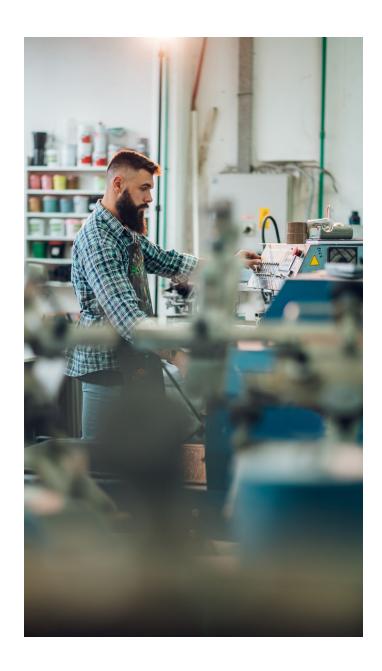
RESULTS

► Customer Satisfaction - Implementation of IBM's Customer Management on Demand (CMOD) gave customers instant, secure access to their invoices online, increasing customer resolution rates during the first call

► Customer Self Service - Reduction of call center inquiries due to web enrollments

► Cost-effective Printing - Automated, paper-less billing emailed directly to the customer has resulted in savings 12 months ahead of schedule

► Centralization - Implemented directly into the company's print facility, all external printing, stuffing and mailing is now eliminated.

OVERVIEW

The Utility, an electric/gas utility with 4 million+ customer contracts and three services categories (electric, gas, and appliance services), was in process of replacing its 29-year-old legacy CIS system, Interactive Voice Response (IVR) Unit, Customer Web application, and its Gas Service Information Management System.

The company had an existing bill print solution, which involved printing regular and collective invoices with a vendor on an expired contract. They printed over 300 customers correspondence items across a dozen locations, including a centralized 8-employee print center at the company headquarters.

The Utility engaged VistaVu as its bill print solution expert. VistaVu provided overall Project Management for all phases of this project including Blueprint/Design, Realization/Build, Go-Live, and Post-Go-Live Support.

SCOPE

► Centralize print items to cost-effective location

► Eliminate 300+ outdated and irrelevant correspondences

► Invoice formatting sections – graphs, on-demand images, and messages

► Integration of image retention service and bill formatting software with SAP's CRM and UCES customer solutions

► External web interface to support paperless billing

SOLUTIONS

ALL SAP CRB MODULES

Customer Relationship Management (CRM), Billing, Customer Account Finance & Device Management.

Print solutions involved regular and collect invoicing as well as over 150 correspondence items using SAP application forms.

FIS GLOBAL (METAVANTE) CSF DESIGNER FORMATTING SOFTWARE

By exporting from SAP into a custom-designed XML file format, files can now include customer friendly graphs/images.

The software enabled on-demand message changing with customers to get up-to-date news and information from the company.

IBM'S CUSTOMER MANAGEMENT ON DEMAND (CMOD)

Image retention and instant access to customers' correspondence contributed to shorter call times.

This was adapted into the SAP UCES web-based solution giving customers secure access to invoices and correspondence on their Account page. Documents were loaded the same day, allowing customers an average of three days longer to complete payment.

COMPLETED ON-TIME

UNDER $5 MILLION BUDGET

ALL REQUIREMENTS MET

AUTOMATED BILLING

SELF-SERVICE CUSTOMER INTERFACE

HIGHER CALL CENTER RESOLUTIONS

PRINTING & POSTAGE SAVINGS