## KESIP CIS Project in Kabul, Afghanistan

KESIP CIS project is an amazing client success story, perhaps one of the most challenging utility CIS projects executed in Kabul, Afghanistan.

## Background

USAID is assisting the Government of Afghanistan in commercializing and better managing the Kabul Electricity Directorate (KED) under a program called Kabul Electricity Support Improvement Program (KESIP). While USAID is the funding agency, TetraTech (based out of Virginia) is the prime contractor for the entire program while Manitoba Hydro International (the consulting subsidiary of the Canadian utility Manitoba Hydro) and Deloitte provided the technical advisory services for the program.

## Business Benefits

- An increase in energy sales (KWH delivered) by 18 %

- Increase in revenue collected by 30 %

- Reduced aggregate technical and commercial losses 6%

- Improved overall efficiency (cash collected per kilowatt hour in the Kabul system) by 8%

KED's historically low rates of cost recovery for electricity jeopardized the financial and operational sustainability of DABS, the Afghan national electric utility. The resulting lack of cash for operations is a serious constraint on the system's ability to procure imports of electricity from neighbouring countries, maintain network assets, and expand services to new customers.

The primary objective of KESIP was to first get a handle on the number of consumers being served electricity, bill them for what they consume and then to collect the billed amount in time paving the way for a healthy power supply chain. In this regard KED was advised to first implement Customer Information System (CIS) to improve the service connection and revenue management business processes and then the Customer Relationship Management (CRM) and Customer Self Service (CSS) systems for serving their consumers better.

After a round of global bidding for the project, KESIP had chosen the mPower™'s CIS/CRM system from Phoenix IT Solutions considering the maturity of the mPower™ product suite for utilities, the project management and implementation expertise of Phoenix and the lower TCO for the solution.

## Project Execution

Phoenix's role in the KESIP project was to perform a complete business process re-engineering for the Kabul Electricity Department of DABS, implement a complete CIS/CRM system based on our mPower™ utility product suite, digitization and migration of data for the last three years and train KED employees for effective usage of the implemented system. Phoenix had executed this project amidst turmoil in the Afghan nation. Frequent disruptions to work and heavy security restrictions in place would have impacted the project schedule badly, if not for the nimble project planning by Phoenix.

Since the project site comes under a high security zone, we were only allowed to have 3 team members on-site. Rest of the team worked from our Indian development center in close coordination with the on-site team. Business process reengineering was the most fulfilling task for our team in Afghanistan. The team has set a benchmark by preparing elaborate process manuals for utility business processes which also helped them to quickly freeze the requirements and deliver the solution as planned.

Customizing our mPower™ product to local languages Dari and Pashto was another challenge. IBM DB2 came in handy during these difficult times and has also proven to be very responsive with huge datasets.

## What next

KED / USAID was so enamoured by the success of the project that they have given us the mandate to implement mPower™ MDMS for getting deeper insights into their metering data to take intelligent decisions to further reduce losses and improve sales. This project is currently underway and is bound to set a few more benchmarks on the way.



## Phoenix
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