



A Study on customer management services and meter-to-cash



At a glance

Industry:	Power Distribution
Location:	East India
Customer Base:	Over 1.2 million consumers
Environment:	Privatized
Our Services:	Meter-to-Cash, eCare Services
Our Software:	mPower Suite

Challenges

- Need to turn-around the utilities at the earliest
- Offer unmatched consumer experience expected from a private utility
- Bring down unbilled consumption and non-recoverable dues
- Release maximum possible resources for improving operational efficiency
- Real-time monitoring of meter-to-cash and consumer care delivery
- Augment IT systems to address future needs

Benefits

- Enhanced consumer experience
- Minimal upfront investments
- Quick and efficient resolution of complaints and service requests
- Release of resources for core operations
- Integrated system offering a single view of consumer history
- Reduced revenue leakage and unaccounted consumption
- On-demand consolidated and drill-down reports at various levels of operation
- Service at the door-steps of the consumers

About Client

This previously government entity was privatized and is now a group company of one of the major industrial power houses in India. This utility along with two other utilities serve a consumer base of over 1.2 million and are on the path to sustained growth with pioneering initiatives in utility services outsourcing

Our Solution

- Setup spot billing machinery in place for timely and accurate billing
- Established Customer Management centers to handle remittances, complaints and service requests
- Rolled out mPower billing and customer care application modules
- Facilitated real-time monitoring of billing and customer care operations
- On-demand reports for regulatory needs and enhanced decision making
- Setup mobile vans for payment remittances at consumer door-step

Accolades

"These outsourced services resulted in manifold improvements in consumer experience, totally relieving us from the burden of day-to-day consumer service and support issues."

Phoenix IT Solution Ltd.

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