

# A Study on Outsourced Meter-to-Cash and eCare Services and Solutions

## At a glance

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Industry:	Power Distribution
Location:	South East India
Consumer Base:	Over 3.8 million consumers
Environment:	Regulated
Our Services:	Meter-to-Cash, eCare, Consumer Indexing
Our Software:	mPower Suite

## Challenges

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- Extended cycles for metering, billing and collections thus affecting cash flow
- High level of unbilled consumption and non-recoverable dues
- Delayed resolution of complaints and service requests
- Precious time is spent on manually preparing the reports
- Isolated legacy systems handling consumer and billing data
- Pressing need to become responsive to consumer needs
- Lack of sufficient resources to address operational as well as consumer service issues
- Challenges thrown by imminent deregulated era

## Benefits

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- Reduced metering, billing and collection cycles
- Drastic reduction in unbilled consumption
- Quick and efficient resolution of complaints and service requests
- Easy tracking of consumers and network assets
- Integrated system offering a single view of consumer and all his interactions with the utility
- Release of resources for core operations
- On-demand consolidated and drill-down reports at various levels of operation
- Satisfied and empowered consumers with one click access to information
- Service at the door-steps of the consumers

## About Client

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The client serves a consumer base of over 3.8 million consumers in one of India's fastest growing cities. Known for its IT savvy ness and taking the first step towards modernization, it faced multiple challenges thrown by impending deregulation measures. The utility bravely tread the path of reforms, embracing technology and business process outsourcing as the means to success.

## Our Solution

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- Rolled out mPower billing, customer care applications
- Rolled out spot billing operations with handhelds
- Established de-centralized call centers and consumer help desks
- Launched online self-service portal for consumers
- Customized MIS for reporting on consumers, metering, billing, collections, credit control, arrears, energy audit
- Consumer indexing carried out to build accurate consumer data and associated network assets
- Launched mobile consumer care vehicles to take the utility to the door-steps of the consumer

## Accolades

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"Our consumers are now a happy lot thanks to our outsourced consumer care and billing operations. We are now able to focus more on technical and strategic issues."

### Phoenix IT Solution Ltd.

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