



A Study on Utility Billing and Customer Care Solutions



At a glance

Industry:	Power Distribution
Location:	South East India
Customer Base:	Over 5 million Customers
Environment:	Regulated
Our Services:	Utility Billing and Customer Care Solutions
Our Software:	mPower Suite

Challenges

- Huge base of ill-served industrial customers
- High level of unbilled consumption and non-recoverable dues
- Extended cycles for metering, billing and collections thus affecting cash flow
- High level of unbilled consumption and non-recoverable dues
- High levels of arrears and revenue leakages
- Not very responsive customer service practices
- Outdated systems for handling complex billing operations
- Valuable time is spent on preparing regulatory and management reports
- Lack of sufficient resources to address operational issues

Benefits

- Well-served high value industrial customers
- Drastic reduction in unbilled consumption
- Quick resolution of complaints and service requests
- Reduced metering, billing and collection cycles
- Integrated system offering a single view of customer's usage, billing and payment patterns
- Release of resources for core operations
- On-demand consolidated and drill-down reports at various levels of operation

About Client

The client serves a customer base of over 5 million consumers and one of India's largest cities and serves highest number of industrial customers in the state in which it is located. The client is the pioneer in implementing various utility reform measures in India, whose successes were replicated at many other utilities in India.

Our Solution

- Rolled out mPower billing and complex billing modules to handle billing operations
- Setup spot billing team to handle meter reading and billing for industrial customers
- Implemented mPower customer care application modules for customer service centers
- Trained the end-users for a smooth transition
- Standardized and implemented all the regulatory reports and drill down reports for decision makers

Accolades

"The new billing system gives us enough flexibility to address changing tariff plans and additional levels of customer categorization. Customer complaints related to metering and billing have also been reduced drastically"

Phoenix IT Solution Ltd.

Unit 1, SDF Block 1, VSEZ, Vishakapatnam 530 049,
Andhra Pradesh, INDIA.
Tel: +91.891.2766791, Fax: +91.891.2578872, info@phoenix.co.in

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