

Supercharging the Energy & Utilities Transition

with UVISION™ for Nucleus

Case study





North American retailer of energy & energy services having more than four million customers in Canada and the US

The Challenge

The client was facing some business challenges as listed below:

- Deteriorated CSAT due to poor visibility of operations in legacy system architecture
- High touch, high cost to resolve customer disputes
- Decentralization operations resulted in overly complex, slow and expensive operations
- Limited opportunity to transform due to lack of scale and a silo mentality

The Solution

- HCLTech created a Utilities CoE Command Center to manage customer care, billing services, remittance and credit/collection business services
- Managed advance billing support, revenue assurance, front-office and back-office operations
- Created a target operating model using a three-layer-BPM approach and lean methodology to transition toward golden processes
- Managed volumes through self-service enablement and process automation to streamline business processes
- Redesigned executive dashboard in SAP to track performance and proactively identify potential issues with processes and applications"

The Impact

- Revenue yield per site increased by 11% while reducing the cost to serve by **32%**
- Improved CSAT score from **72%** to **86%**
First call resolution (FCR) improved from **54%** to **~90%**, resulting in improving customer retention rate by over **60%**
- Drove customer segmentation analysis to reduce DSO (predicted 20%)
Engineered process changes driving reduced aged AR by **24%**
- Enhanced automated bill audit processes ensured bill accuracy of **99.98%** with **100%** of the bills getting generated within three days
- Deployed integrated IVR for self-service resulting in increased utilization from **15%** to **22%** and reduced the inflow of customer correspondence items by **28%**
- Increased self-service payments by **17%**
- Automated **60%** of billing cases requiring manual touch, allowing a billing timeliness rate of **100%**
- Reduced Tier 3 (customer escalations) by **94%**
Implemented the MAX Analytics platform, allowing for **100%** of the customer journey to be captured, categorized and analyzed for quality, retention, product development and training



Regulated natural gas utility providing safe, reliable natural gas service to customers throughout Washington DC and other American regions with more than 1000 employees

The Challenge

The client's key objective was to modernize their customer information system (CIS), introduce the best practice customer data architecture for centralization and fast-track new regulatory requirements implementation through a common platform

The Solution

HCLTech implemented legacy Modernization with:

- SAP Customer Relationship and Billing (CRB) and Customer Relationship Management (CRM)
- HCL's iCARE Customer 360 Dashboard Content Management using OpenText and Document Presentment Live
- Implemented SAP Market Process Management
- State-of-the-art appointment scheduling and workforce optimization

The Impact

- Increase in functional use case system adoption from **36%** to over **90%**
- Self-service reporting capabilities
- 360-degree view – Single view increased operational efficiencies by **40%**



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The Challenge

The key objectives for the customer were:

- Overcoming the siloed approach across business, applications and infrastructure to deliver a completely integrated business solution to enhance customer lifecycle support including enrollment, Meter-to-cash, service support, telesales (reactive and outbound) and field sales support
- Deploying and supporting of all the required infrastructure, applications and business process execution, all aligned with the customer's business strategy, goals and KPIs
- Delivering a business solution that is measured and paid for based upon business KPIs
- Establishing an outcome-driven operating model, ensuring quality delivery and business continuity
- Establishing an integrated governance model to ensure continuous alignment with client business objectives
- Driving continuous improvement and innovation
- Managing multiple lines of business with regulated and competitive business processes
- Ensuring full compliance with market regulations

The Solution

- A Fully integrated model focused on business outcomes and collaboration with the client's Center of Excellence (COE) staffed with highly experienced business leaders across all phases of the customer life cycle to ensure systems and processes are leveraged to maximize outcomes and the customer experience
- Risk management office to conduct audits and manage controls
- A co-innovation council staffed to continually bring innovation solutions
- A diverse operating model deployed across four sites in separate goes to ensure business continuity for voice and non-voice support for call centers—service, sales and collections, sales support, billing as well as remittance processing and collection

The Impact

- **100%** of bills generated within three days of meter read (best-in-class)
- **20%** IVR utilization rate
- **94%** right first time (RFT) metric that measures customers requiring a callback within 30 days
- **99.99%** system availability; **99%** BW data load and reports published by 8 AM
- **80%** of customer calls answered in 30 seconds or less
- **100%** client control certification for key business process/risks with business KPI-driven dashboards to provide insights into AR aging and payments"