

**COMPLETE MANAGED SERVICES** FOR THE LARGEST  
COMPETITIVE RETAIL ENERGY SUPPLIERS IN US

Applications | Infrastructure | BPO Services



## ABOUT CUSTOMER

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One of the largest competitive retail energy suppliers in North America with almost 4Mn customers and \$14Bn in annual revenue, with products and offers available in 24 U.S. markets and five Canadian provinces.

## CUSTOMER BUSINESS NEEDS & CHALLENGES

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- Dunning
- Winter moratorium
- Financial reporting
- Revenue reporting
- Bad debt managing
- Idle site reporting
- Call center management
- Meter to cash process
- Need to improve customer satisfaction





## ENGAGEMENT BACKGROUND/ SOLUTIONS IMPLEMENTED

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- SAP ISU, CRM, and GRC
- BUSINESS WAREHOUSE 7.4 and BOBJ
- SAP solution manager
- GENESYS IVR
- OPEN TEXT, APSE, SNOW, and UPERFORM
- HP ALM
- SAP NETWEAVER and SAP PI
- WEBDISPATCHER and VL TRADER
- REDWOOD

## UNIQUENESS OF ENGAGEMENT

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- HCL provided complete managed network services for regulated as well as deregulated business for Apps and Infrastructure support services
- HCL also provided the BPO services from Guatemala and Manila
- In agreement with client for five years of service for APPS, BPO, and INFRA with an onshore-offshore model

## KEY OUTCOMES/VALUE DELIVERED TO CUSTOMER

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**99.95%** bill generation target



**100%** of invoices and correspondences send to print to vendor by 4 p.m.



**99.99%** system availability, considering system patch/security/version upgraded



**99%** BW data load and reports published by 8 a.m.



**100%** client control certification



**99.77%** tier-2 cases resolved within two business days



Worth **\$6.35M** value idea delivered



Transformation activities – digital and systematic



**Hello there! I am an Ideapreneur.** I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 125,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 41 countries.

**How can I help you?**

*Relationship*<sup>™</sup>  
BEYOND THE CONTRACT

**HCL**