



EL PASO WATER TRANSFORMS CUSTOMER EXPERIENCE WITH A DIGITAL BILLING ECOSYSTEM

Infosys implements Oracle Utilities C2M to transform customer service



El Paso Water, a public service utility, provides water, wastewater, refuse, and storm water management services to residential and commercial customers in the city of El Paso, Texas, and neighboring counties.

El Paso Water operated a customized legacy system for billing and customer service. The antiquated system was incompatible with new and emerging technologies, which hampered its ability to interface with other systems. Consequently, the water utility was unable to keep pace with business demands, customer needs and regulatory

changes. The IT organization had to repeatedly request the software service provider to execute each modification to applications. It resulted in sub-par productivity and higher total cost of operations.

El Paso Water embarked on a business transformation program to digitize the customer information system (CIS) and billing system, and replace existing systems with a unified platform. The technology modernization imperative: integrate processes, ensure system stability, and mitigate IT risks. The transformation program had to address business challenges and deliver tangible outcomes.

IT and business agility

The legacy systems required specialized technical resources for modifying user interfaces and implementing changes. It increased the failure rate while escalating the cost of ownership. The transformation program aimed to:

- Minimize human intervention across frontend and back-office tasks
- Integrate business systems to ensure seamless access to enterprise data

- Streamline workflows to eliminate rework and boost employee productivity
- Avoid software customization while supporting timely upgrade
- Implement a shared governance model to accelerate changes to applications
- Deploy a configurable environment for minimizing coding effort to address dynamic business requirements
- Ensure high availability of data and implement a robust disaster recovery plan for data backup and recovery

Billing and customer engagement

The existing billing portal and interfaces to payment services lacked flexibility. The team had to extract customer data from multiple systems to generate a bill. In addition, functionality gaps in the systems led to several exceptions every month. The meter readings of each account had to be validated using standard procedures to close the exceptions. El Paso Water had to modernize the CIS technology stack to:

- Simplify the billing process and ensure accuracy
- Implement paperless billing and an automated alert mechanism for bill availability and due date
- Gain a unified view of payments, including deposits and fees
- Enable customer self-service, and reduce incoming calls to the contact center
- Allow customers to retrieve historical bills, access usage data, and assess the impact of changes in consumption / rate on their bill
- Offer customers a choice of channels for communication and delivery of bills, newsletters, marketing collateral, and notifications



Reporting and compliance

Limited data access affected the reporting capabilities of the business units at El Paso Water. Extensive coding was required for data sharing, reporting and analytics. Further, implementing even minor changes in regulations was time-consuming. The reporting system needed to be upgraded to:

- *Maintain an audit trail of financial transactions*
- *Safeguard personal, payment and credit information of customers*
- *Identify and prevent compliance issues, and enhance financial control*
- *Improve capabilities across data mining, analytics, forecasting, and risk management*
- *Ensure compliance with regulations, including PCI DSS and PII and Privacy Act*
- *Implement a customer identity theft prevention program, as mandated by the Fair and Accurate Credit Transaction Act of 2003*

Infosys implements Oracle Utilities suite for business transformation

El Paso Water partnered with Infosys to simplify the IT landscape and transform customer service. The Infosys team replaced the legacy systems with Oracle Utilities Customer To Meter (C2M) as the integrated CIS platform. It centralized meter-to-cash processes, ensuring financial transparency and audit control. Infosys leveraged modular components of the Oracle Utility suite for specific requirements: Oracle BI Publisher (BIP) to trigger e-bills, Oracle BIP Server to generate and manage bills, Oracle DBMS Scheduler for scheduling batch jobs, and Oracle BI Publisher for printing and dispatching letters and bills digitally. It also included a new enterprise service bus (BizTalk) and integrations with over a dozen

systems.

Infosys implemented Oracle Utilities C2M in the platform-as-a-service model to ensure system agility and interoperability, while minimizing customization. Infosys also integrated Cloud solutions of third parties such as Milestone (customer self-service) and KloudGin (mobile workforce management) to modernize customer service. El Paso Water implemented a new single point payments solution and replaced its ageing IVR system. Both were integrated with C2M to offer a superior customer experience. In addition, Infosys implemented a process review and organizational change management program at El Paso Water to upgrade / replace practices, policies and procedures for a smooth migration to the new business environment.

Templates and reusable code repository of the Infosys Preconfigured Accelerator for Customer Experience (PACE) framework accelerated requirements gathering as well as the implementation cycle. AssistEdge, Infosys' proprietary robotic process assistant, automated repetitive processes at El Paso Water. The process bots analyzed past meter readings of customer accounts, and applied business rules to validate exceptions. It automatically closed validated exceptions and inactive subscriptions. The bots managed exceptions generated after

go-live and closed 75% of all exceptions.

Infosys Data Conversion Tool Kit automated data migration to Oracle C2M, which safeguarded the quality and accuracy of customer data. Infosys built a parallel billing tool to automatically compile billing data in both the new and legacy CIS system, and improve billing accuracy. Analysis and reconciliation of the results of the parallel billing run helped identify and resolve data issues.

Advantage El Paso Water

- Automated processes ensure 99.99 % billing accuracy
- Self-service and real-time processing of bills, payments and refund enhance the customer experience
- 360-degree view of customer data significantly improves average handling time at the contact center
- Robust auditing and cybersecurity system drives compliance with data privacy and financial regulations
- 24x7 availability of robots improves bandwidth of customer service staff for high-value tasks
- Automated workflows, transaction processing and general ledger integration improve productivity and operational efficiency
- Automation of critical tasks saves costs and effort of 7 FTEs every month
- Seamless systems integration simplifies CIS maintenance and upgrade
- Increase in the digital footprint of payments and ebills almost doubled after implementation
- Significant savings and improved efficiency for Start Service (Move In)
- Request processing received through ePortal with the introduction of BoTs

Last word



"The customer service transformation journey was imperative given our legacy issues. Infosys undertook multiple system upgrades simultaneously, enabling us to boost efficiency and enhance customer satisfaction."

– **MARCELA NAVARRETE,**

VP – Strategic, Financial and Management Services at El Paso Water.



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