

## Need for Integrated Customer Care & Billing System

The utilities industry is rapidly adapting itself to changing regulations and ownership structures. There are growing pressures from lowering operational costs to towering customer expectations. To achieve success in such a dynamic market, utilities need to rapidly adapt to the changes, while maintaining focus on improving operational efficiencies towards quality customer service.

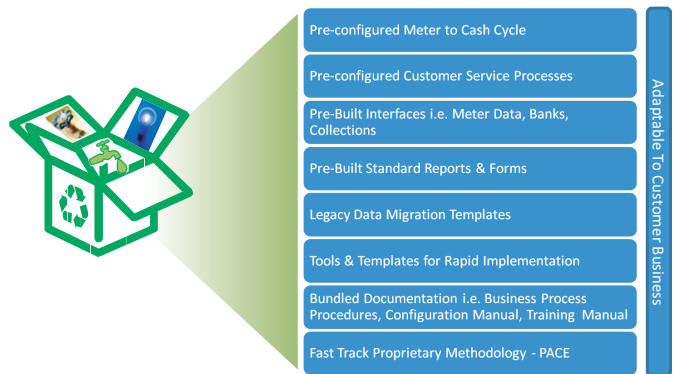
For this purpose, utilities need to have an integrated customer care and billing solution, which would enhance customer service, increase efficiency of both front and back office operations, improve billing operations and help increase revenue collections. Such robust and flexible solution will enable utilities to be equipped for taking advantage of the opportunities these changes are offering.

### What is Utility in a Box?

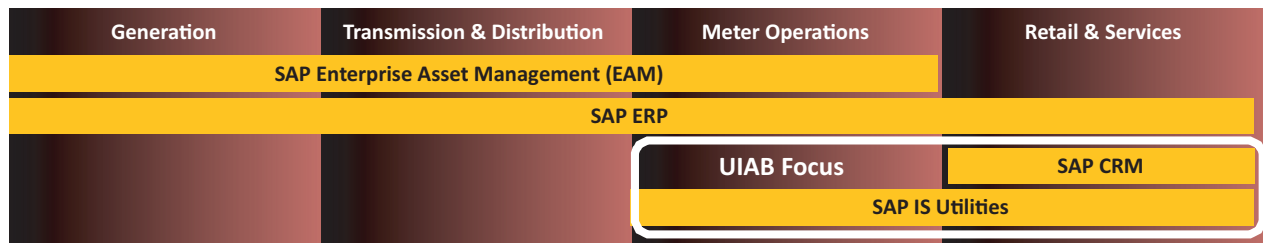
Infosys' Utility in a Box (UIAB) solution is pre-configured solution for utilities with a customer base of up-to 500,000. This solution provides seamless integration to back office processes, AMI, GIS, etc.

The solution resides on Infosys' utility domain knowledge and industry best practices. Built on SAP IS-Utilities/CCS (ERP 6.0) this solution comes bundled with various artifacts and accelerators and can be extended to incorporate specific needs of each customer.

UIAB provides for rapid implementation- as fast as 9-12 months, which is a fraction of typical SAP implementation timeframe of a similar scoped project. The scope of UIAB covers the meter to cash cycle and customer service processes, typically in use at most utilities.



### The UIAB Solution in the Utilities Value Chain



#### UIAB Focus in the Value Chain

UIAB focuses on Retail Customer Services and basic meter operations. Utilities are increasingly becoming customer centric and hence these are prime functions to be addressed.

Achieving high quality customer service metrics coupled with a scalable, flexible and robust solution is the need of the day. UIAB focuses to fulfill this need.

New initiatives in technology like AMI, GIS etc. are impacting back office and in-turn transforming customer service. UIAB is extensible to adopt these new technologies.

#### Infosys Value Adds

Infosys focuses to provide the following value - adds through the UIAB solution:

- Solution backed by 15 years of utility domain expertise
- Implementation supported by unique shared services global support model
- Bundled tools, accelerators and artifacts incorporated from our experience in multiple US utilities
- Infosys becomes an extended IT arm for you - one stop shop for any SAP services

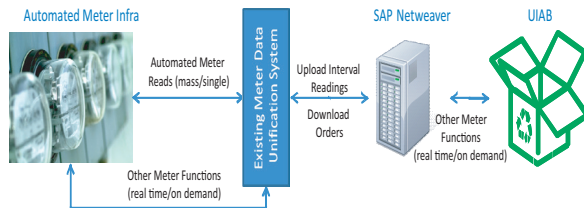
## Challenges in Standard SAP Implementation

- Frequent costs and time overruns
- End solution not known resulting in lack of user community buy in as they are not sure
- Today's agile business environment, does not allow long implementation timelines
- Continuous loss of user bandwidth can severely impact day-to-day operations

## PACE® (Pre-configured & Accelerated CCS Enablement)

- Unique Methodology towards accelerated implementation of UIAB solution
- Demo driven approach involving key users right from the design phase
- Delta modification to pre-configure solution and artifacts shortens timeline
- High focus on what you see is what you get ideology

## AMI Ready Solution



- UIAB is AMI (Advanced Meter Infrastructure) enabled across the meter to cash cycle.
- Pre-built interfaces available for key functions like remote meter read, on demand disconnection and reconnection using SAP standard web services for AMI.
- Integration makes meter data available to back-end systems supporting customer management, billing and analysis. It also enables cost effective customer service, optimized revenue and demand management.

## Benefits with Utility in a Box

**Rapid Implementation** – Accelerate implementation of Customer Care and Billing application with clearly defined project scope and utility industry best practice

**Unified view of business across enterprise** – Have 360° Customer View across your enterprise and effectively manage your business operations with a fully integrated front and back-office operations

**Sound Investment** – Secure your investment with a robust solution built around a proven and scalable SAP ISU/CCS application, which can rapidly adapt to your changing business needs

**Pre-tested Quality Solution** – Pre-configured processes with complete end-to-end integration testing, based on industry best practices to ensure quality solution

**Effective growth and scalability** – based on SAP ERP 6.0, it can grow with you

**Improve Customer Relationship** – Effectively maintain customer relationship across the enterprise value chain and improve customer service with enhanced customer collaboration

## Allied Services

### Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

### Enterprise Solutions

Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM, HCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.

### Business Process Outsourcing

We offer business process outsourcing solutions to our global clients by leveraging process, domain and people management expertise. We have built our organization around managing risk for our clients through a scalable, cost-effective and predictable delivery platform.

### Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys leverages Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.

**Infosys®** | Building **Tomorrow's** Enterprise

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosys.com](http://www.infosys.com).