

## CIS - Why buy when you can modernize?

### CIS implementations hold promise, and problems

Customer Information Systems are the backbone of the typical utilities' operations, and have more direct impact on the fortunes of that utility than any other system. Each year, utilities take stock of their Customer Care operations, and many times the core issues around performance come back to the CIS. As you evaluate your decision to buy a new CIS, modernize your existing systems, or continue on without change, keep in mind that benefits in new systems sometimes are outweighed by the complexities they bring and the associated cost.

New systems are expected to offer:

- Scalability
- Flexibility
- Latest platform
- Latest architecture



Unfortunately, typical new systems implementations also bring:

- Increased complexity
- Higher AHT
- Higher exceptions
- Higher billing errors

### Leverage proven expertise, and value creation, for your CIS strategy

Our experience and approach have resulted in tangible benefits for our clients:

#### For a vertically integrated US utility, with over 4 million customers, Infosys achieved:

- 30 - 40 secs reduction of AHT
- Operational cost reduction by over \$3 m / year
- 30% increase in customer identification
- 8% increase in customer satisfaction scores
- Return on investment within 1.5 years
- 20- 25% reduction of training costs
- 20% reduction in number of steps per transaction

#### For a large utility in the US, Infosys built an intuitive

navigation for call handling, achieving:

- 13.5% reduction in AHT within the first 3 months of implementation
- Customer satisfaction increase by 4%
- 50% reduction in number of steps per transaction for most cases
- 50 - 60 secs reduction of AHT
- 1.5% call volume reduction

### Why Infosys should deliver your next project?

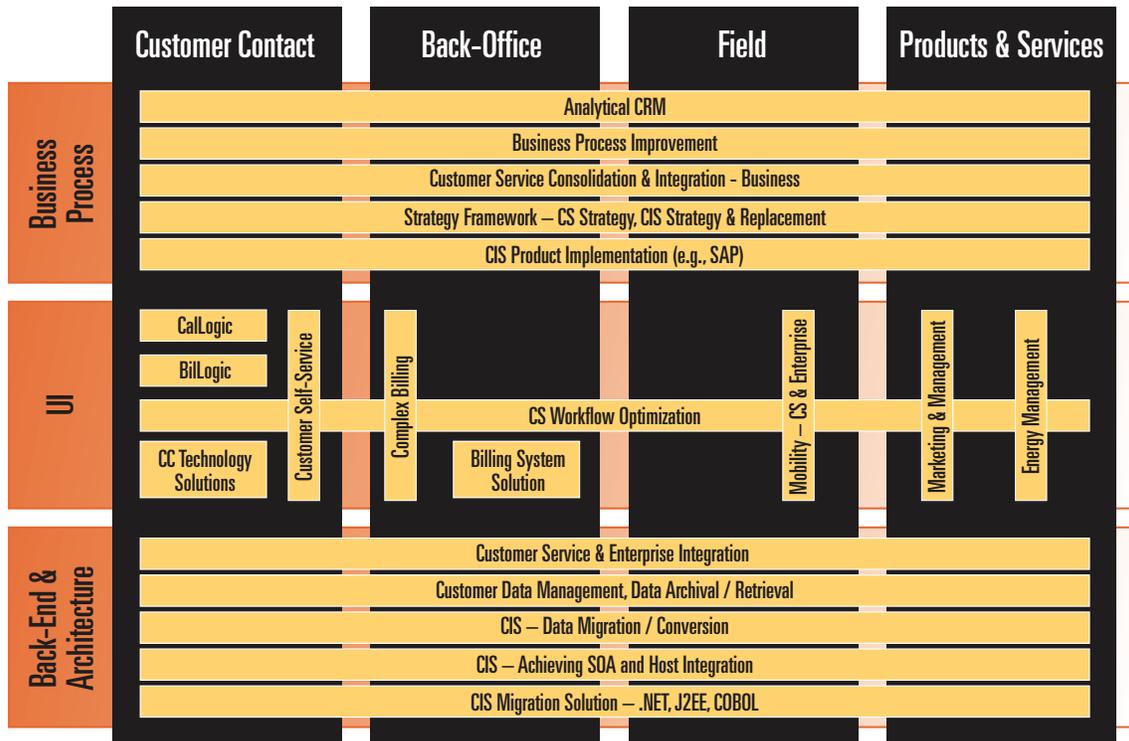
Infosys uses our customer service assessment framework to evaluate the existing environment, leverage the existing investment, and realign both to specific business metrics. The resulting solution provides:

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| <ul style="list-style-type: none"> <li>• Reduced AHT</li> <li>• Reduced exception handling effort</li> <li>• Reduced user complexity</li> <li>• Improved application workflow</li> <li>• Improved business process</li> </ul> | <ul style="list-style-type: none"> <li>• Improved integration</li> <li>• Improved customer satisfaction scores</li> <li>• Reduced operational and training costs</li> <li>• Reduced time to "on board" new CS representatives</li> <li>• Reduced maintenance costs</li> </ul> |
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Typical costs for Infosys' approach are 25-50% of the cost of a CIS installation and a typical return on investment would be 2-3 years

# Infosys' Comprehensive Customer Care Solution (CCSS) framework

Infosys' approach to customer care applies to every aspect of the customer service process and every layer in the operation



When combined with our CIS offering, the following services can help your enterprise realize greater competitive benefits.

## Business Consulting

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

## Business Intelligence

As data volumes grow, extracting knowledge from the data will be a challenge. Our business intelligence solution is designed to deliver that power to you enhancing your customers' experiences, by designing real-time data warehouses.

## Technology Consulting

We work with you to architect, develop and implement solutions that help you leverage technology to enable business strategy. Our solutions help you make your IT more effective and better aligned to your business.

## Enterprise Application Integration

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



## 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).

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