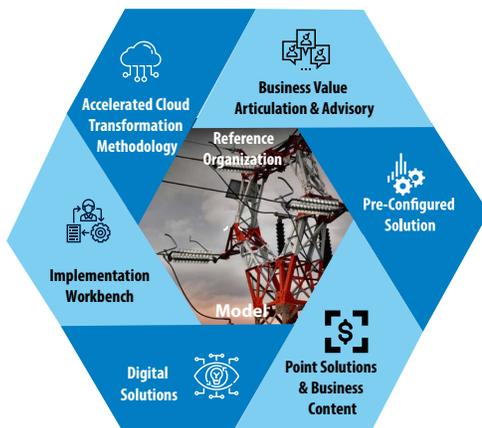


REF-OR-M SOLUTION – MODERN CX FOR UTILITIES

The REF-OR-M Modern CX for Utilities is a pre-configured, end-to-end, comprehensive sales and digital customer service solution, tailored specifically to streamline operations of specific utilities sector. Our solution provides industry specific pre-configured modules complying with stringent regulations to optimize customer service and experience. Pre-defined modules through a series of well orchestrated business process automates customer communication, unifies utility processes to derive superior customer experience and improved business outcomes.

The Modern CX for Utilities Solution comprises of end to end process flows for contact and premise management, IOT enabled smart meter monitoring to gain insights into consumption and proactively detect outages. omni channel case and SLA management and meter installation scheduling from successful, D365 transformation engagements, to achieve greater business value during each phase of customer journey.

REF-OR-M Framework



REF-OR-M » Reference Organization Model

The Modern CX for Utilities solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling rapid adoption, faster deployment, reduced TCO, enhanced experience of specific utilities sector operations

Solution Capabilities & Business Process Breakdown

Infosys Dynamics 365 for Meter-to-Cash	Sales <ul style="list-style-type: none"> Lead/ Residential and Non-Residential Opportunity Management Relationship Assistant/ Insights Contact/Account Management Dashboards for Analysis and Reporting Customer 360 		Service <ul style="list-style-type: none"> Knowledge Management Omni Channel Complaints and Enquiries Management SLA Management Auto Assignment of Cases Document Management
	Smart Meter Management <ul style="list-style-type: none"> Smart Meter Roll Out Meter Reading Premise Management Automated alert during energy fluctuations IOT dashboard to monitor devices Connect, Monitor and Manage IOT enabled customer assets 	Smart Field Service <ul style="list-style-type: none"> Service Agreement Order Scheduling Meter Installation Work Order Routing and Dispatch Order Tracking 	Smart Customer Engagement <ul style="list-style-type: none"> Service Availability Check Auto Assignment and escalation process Outage Management Automated Communication to Next of Kin or nominated contacts

Deployment Approach

Business Value Articulation explore the solution to define road-map to form end-to-end business processes; where value resides in the execution of these process steps

Preconfigured ; Pre-built Point Solution and Business content

- Tools, Accelerators & Templates providing customers with an accelerated path for cloud-enabled transformation
- LOB specific processes, pre-built configurations, security setup and foundational solution components

Accelerate & Simplify Digital Enterprise Transformation for organizations across industries with **Digital Solutions** powered by AI/ML , Chat-Bots, Mobility, Analytics etc. offered on top of Microsoft Dynamics 365 capabilities

Applicability of REFORM Solution

- **Greenfield implementation, Upgrade** or move to modernization using a digital platform like Dynamics 365
- Focus on building application in **agile and incremental** way
- CRM workflows based on Industry leading practices and experience in contact center management
- Leverage **best practices from successful** Dynamics 365 transformation engagements to maximize the customer retention, increase workforce productivity and automate processes with flexible deployment and faster implementation.
- **Pre defined industry specific Microsoft Dynamics 365** modules for automation in processes for multiple utility specific customer requirements.
- **Advanced workbench** to gain insights from data captured from customer interactions across various channels



Key Benefits

Unified Customer Experience

- Streamlined business processes for multiple utility sector
- Real time updates and business process automation for multichannel experience

Improved Productivity

- Accurate data organization
- Single source of information about end customers with 360 degree customer view enabling enhanced customer experience

Higher Customer Satisfaction

- KPI measurements
- Dashboards to measure daily activities
- Provide consistent customer communication and alerts/updates

Process Automation

- Quicker response to customer queries/complaints
- Proactive communication in case of energy fluctuations

For more information, contact askus@infosys.com

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