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utilities

Customer Management Solution for Utilities

Supporting today's challenges and the transition to new business models through a customer centric approach.

minsait

Onesait
Utilities Customers

Minsait's solution to manage every customer-related business process, from meter to cash. The key to covering utilities core needs in regulated and deregulated markets.

Customers is an integrated and modular web system designed to support customer management for Utilities. Its functional, flexible and highly configurable structure was designed to respond to the requirements of a constantly evolving market.

Customers design aims to optimize the most important concepts of commercial cycle for Utilities: customer loyalty, sales growth, cost reduction and prompt decision-making.

Customers provides all the necessary information for daily operations. It notifies the activities to the different management levels in order to facilitate the decision-making process.

Customers is the result of the evolution of consecutive implementations in Utilities throughout the world. It offers a multi-service solution to companies that manage several services.

Customers has been included in Gartner's Magic Quadrant for several years in a row and it also stands in the IDC MarketScape Customer Care and Billing.

Mobility

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Dashboard

Omnichannel customer services

- Account management
- Communications management
- Customer care activities
- Customers' enquiries and complaints
- Self-service web
- Self-service kiosk
- Multiple channels

Channel integration

- The system is enabled for interaction with several channels (SMS, email, web)
- The system can be integrated with different CTI technologies and it is available in CMS connectors
- Possibility to interact with IVR platforms through available web services

New connection/ disconnection

- Use of workflows to model business processes
- Possibility of defining different action points (premises, supply, device, address...)
- Management of technical centers and subcontractors
- Automatic work group assignment

Contracting

- Management of utility services (electricity, gas, water) and value-added products (VAPs)
- Management of all steps within the contract business processes (move-in, move-out, contract modifications, reconnections) through configurable workflows
- Management of prepaid and postpaid contracts

Field orders

- Field orders generation, scheduling, assignment, appointment management, resolution, change application
- Ability to manage field orders through mobile devices
- Web services are available to send/receive field orders

Billing

- Rates and taxes configuration, including complex rates
- Totally flexible structure
- Billing adjustments: individual and massive
- Billing simulation
- Billing quality controls
- Electronic invoicing
- Prepaid bills

Distribution services

- Facilities management: premises, supplies
- Devices management: procurement (batch and individual registration of meters)
- Individual tracking of meter status, laboratories and tests
- Routes and readings: scheduling, reading quality controls, uploading, downloading
- MDM systems integration

Collection and debt management

- Grouping of several invoices on a single payment notice
- Manages direct debit, wire transfers, credit cards gateways, cash drawers control
- Payment arrangements, installment plans, budget plans
- Debt recovery and bad debt management

Reporting

Customers provides standard reports for monitoring the commercial operations of all areas of the company including:

- Export of data in HTML and CSV format compatible with Microsoft Excel
- Drill-down capabilities based on hyperlinks (according to report definition)
- Complete personalization of report layout, including column sorting, hiding, column reorganization
- Generate graphs on the fly
- Save executions and particular views of files

Dashboard

Customers offers a powerful business analytics solution for decision support:

- Ready to use ETLs
- Powerful metadata
- Dashboards and advance analysis capability
- Pre-built analytics and KPIs by commercial area
- Web access

Mobility

- Reading app: reading activities carried out by synchronizing data between central server and readers through web services
- On-site billing app: supports usage and bill calculations on-site
- Field orders app: real time work orders generation, management and execution
- Customer self-service app: utility consumers can manage all aspects of their services, report service issues and view important information

Vending system for third parties

This solution lets external agents purchase amounts of energy to subsequently sell to end users.

The external agents can interact with the utility's vending website to calculate the units of energy sold and generate tokens to deliver to customers.

This solution lets utility administrators audit and track all sold tokens by agent, accounting cycle, payment date, etc.

Consumers can check their top-ups made through the virtual office.

Prepayment

Customers lets users manage prepaid and postpaid customers together, covering processes such as token generation and ensuring the integrity of the information sent to the accounting system.

Customers is capable of managing the entire commercial cycle for prepaid customers. The system issues STS and STS6 tokens and supports integration with smart meters.

Solution Map

- Leveraging the new technologies to expand service channels and evolving to a digital relationship with the customer

Contact Channels	Self Service	Vending	Social Media

Commercial services

- Multi-utility and VAPs in regulated and open markets
- End-to-end workflow business processes
- Robust and well proved billing engine

Customer services	Enrollment	Billing
Receivables	Debt management	Accounting

Technical services

- Optimization of works (geolocation)
- Traceability of crew, works and materials

Work requests	Devices	Readings
Field orders	Campaigns	Frauds

- Online/offline apps for reading, on-site billing and work order resolution

Reading app	Field order app	Billing on Site app

- Advanced platform to connect to everything
- Integrated operational reporting and analytics

Framework	Analytics	Operational reporting	Integration services

Features and benefits

- Multi service
- Quick compliance with new regulatory requirements
- Mobility applications
- Reduced accounts in arrears and non-technical losses
- Scalable
- Total control of the commercial cycle
- Highly configurable
- Optimization of the commercial activity
- Multiple integration mechanism
- Decrease of manual processes and information through paper
- SOA

- Reduced commercial cycle - speed up the revenue flow
- Easy access to key management data
- Reduced operating costs
- Multi platform
- Corporate image improvement
- Multi company
- Increased customer service quality and customer satisfaction
- Standard technologies
- Increased staff productivity