



Scoring the runs: How Utilisoft helped npower with business electricity customer registration.

Benefits

- Provides new customers with a streamlined registration process
- Easy and intuitive for customer service agents to use
- Eradicates manual effort leading to a lower cost-to-serve

Technical Features

- Robust, scalable software solution
- Handles all the data requirements of the UK's energy market
- Fully integrated with npower's line-of-business applications



“npower compared a number of different products and used a ‘Functionality to Cost’ measure. Utilisoft was considerably ahead. In addition it was readily available and they had proven experience of working with npower Business Services”. Dave Ford, Head of Transformation, npower Business Services

For large scale energy suppliers it is imperative that the processes for customer registration, maintenance and loss are streamlined and automated to achieve the lowest possible cost-to-serve* to maintain competitive advantage. Utilisoft is playing an important role in helping npower Business Services to automate its core processes.

**cost-to-serve = the administration overhead per annum that is required to support energy customers (in-*

npower Business Services provide energy to 350,000 business customers, from the smallest corner shops to the largest industrial giants. npower has grown through a series of acquisitions of the electricity and gas supply businesses of MEB, Calortex, MEB Powerline, National Power Energy Direct and Independent Energy, Yorkshire Electricity and Northern Electric and Gas. Each of these businesses had its own different legacy system for managing residential and business customers, providing a challenge to npower Business Services in establishing its own state-of-the-art systems and migrating customers from other applications.

In order to meet the challenge of migrating customers to a single system and to ensure that its business customers receive the attention required, npower Business Services selected Utilisoft’s Automated Flow Management Solution (AFMS) to complement the chosen Siebel CRM and SPL billing applications.

Utilisoft’s AFMS insulates these business systems from the rigour and complexity of the dataflow requirements introduced by the electricity industry as a result of competition.

From the Business Perspective

"When selecting middleware to manage the customer registration process we had a number of potential options.

Utilisoft's solution was considerably ahead of the other alternatives because it was a readily available system, they had proven experience of working in this area and 'won hands down' on the 'cost-to-functionality' equation."
Dave Ford, Head of Transformation, npower Business Services

Using Utilisoft's AFMS Software, npower Business Services has:

- Completed the migration of 250,000 live customers from four different legacy systems exactly as planned to both time and budget.
- Automated the Business Critical dataflows, enabling its staff to 'do their day jobs' in managing the needs of customers.

"Whenever we need to make changes, Utilisoft are quick to respond and we can just pick up the phone and speak to the senior developers." George Thompson, Production Services Manager, npower Business Services

By implementing AFMS, npower Business Services has been able to introduce a range of process improvements, including:

- Automated links with npower's CRM system;
- Business User actions are guaranteed to generate the correct dataflow response through automation;
- *A significant reduction in the number of invalid dataflows sent and received since the introduction of AFMS.*



From the User Perspective

George Thompson, Production Services Manager, npower Business Services

"We have never had any performance issues with flow processing and throughput in AFMS. We have already completed the Migration and bulk Change of Agent processes within two of our regions and have total confidence in the system. The system will have adequate capacity to accommodate the remaining regions.

"Nothing is too much trouble for Utilisoft and we enjoy an open and honest relationship on all issues including turnaround times and quotes." George Thompson, Production Services Manager, npower Business Services

The user interfaces are intuitive and it is easy to train staff using the system and get them up-to-speed in a relatively short period of time.

Confidence in AFMS and the quality of the system is now at a level within the business community that when some changes have been developed by Utilisoft, just the system testing evidence has been enough to meet the sign off criteria".

About Utilisoft

Utilisoft is the new name for Formfill: a leading supplier of software solutions to the global energy and utilities market for over a decade. Utilisoft creates the software powering utilities, supplying market leading energy data management and process solutions. Our innovative product suite is continually evolving to address changing market requirements, deliver additional functionality and harness technological advancements. *We do all of this to make things better for you.*

Utilisoft's Solution

Utilisoft delivered its scalable Automated Flow Management solution (AFMS) to manage the industry dataflows and processes for several hundred thousand business customers.

Incorporated within the solution is Utilisoft's GateKeeper hub and router for managing the communication and validation of dataflows with the other industry participants and DataFlow Workstation to provide users with a user interface to manage exceptions.

Automating the Key Utility Industry Processes...

- Customer Registration
- Customer De-registration
- New Connections
- Activation of Supply
- De-activation of Supply
- Meter Installation
- Meter Removal