



CriticalRiver Digitally Transformed a Large Energy Company in US with Integration of Disparate Systems and Implementation of Customer Self-Service Portal

The Customer

The customer provides electric power and retail energy services to the Greater Austin area. They serve primarily residential customers, as well as commercial and industrial customers. owns and operates power plants.

The Challenge

- The customer was using disparate systems lacking integration made internal processes inefficient
- Automation in the areas of like start/stop/transfer services hindered customer experience
- Performing functions like bill pay, bill view, arrangements was time-consuming effecting internal operations
- Inability to provide automated, integrated services was a major challenge
- Lack of data analysis, management, and backend systems severely affected, operational efficiency

The Solution

- CriticalRiver designed and Implemented customer self-service portal that integrate with customer care and meter solutions systems (CCB 2.5 and smart meter)
- Provided integrated services and presented data from backend systems to customer portal
- Integrated with third party systems like bill provider, payment provider, and multiple communication systems (SMS/email)
- Built and deployed web portal security for customers using customer’s internal identity management system

Benefits/ Results

- Integrated Self-Service portal significantly improved customer experience
- Automation of systems enabled making multiple payment options for customers reduced time and effort improving operational efficiency
- Reduced Collections by 60% increased productivity
- Automated processes reduced customer service by 50% greatly enhancing customer experience
- Integrated operations Improved communication with customers for both utility and marketing functions

Solution Components

Oracle C2M, Oracle SOA, Weblogic, Oracle RAC Cluster

