

Synchronizing CC&B and MWM Dispatch to Speed Service Orders and Lower Field Costs



The Customer

A regulated electricity distribution and transmission business uses superior asset management skills to provide reliable electricity delivery to consumers. This company, together with its subsidiaries, operates one of the largest distribution and transmission systems, delivering power to a significant number of homes and businesses and operating an extensive network of transmission and distribution lines.

Impact Delivered

- Improved operational efficiency
- 20% yearly cost savings through workforce management
- Faster customer appointment responses

The Challenge

- Fragmented end-user service systems disrupting seamless customer experience
- No integrated approach between Utility services and payment processes, hampering revenue
- Absence of a mobile solution, impacting customer/employee engagement

Solution Components

Oracle CC&B, MWM, MTM, Oracle SOA, Weblogic

The Solution

- CriticalRiver helped design and implement an end-to-end working solution by redesigning the business processes within Oracle CC&B and MWM
- CriticalRiver developed enhancements to the customer's market transaction management (MTM) solution for the Texas deregulated market
- CriticalRiver designed new process flows for different EDI transactions as part of the enhanced MTM solution

The Results

- A significant increase in operational efficiency was observed due to a more seamless integration of customer-facing and backend utilities operations
- Automation of the business processes between Customer and Mobile Operations improved the response time for customer appointments, thus enriching the customer experience
- Within 12 months of implementing the Mobile Workforce Management solution, the Utility was able to achieve a 20% reduction in field workforce costs