

Customer Care and Billing System

Major electric utility customer care and billing system transformation



Problem

- + Billing system too complex to easily modify
- + Needed 360 view of major corporate customers
- + Give customers ability to self-service their data needs
- + Check each bill for 100% accuracy before sending
- + Give key account team flexible customer info

Why Fractal

Delivered parallel solution with Fractal Programming.

Parallel application ran over 1,000 times faster, reduced storage 90%, and eliminated billing errors.

Utility was able to add new features in hours and days rather than months.

Solution



Delivered parallel customer care and billing system costing 1/10th of legacy app

Reconciled every bill before being sent to customer



Delivered customer data portal to all customers

Entire solution in production in 90 days

Utility gained deeper understanding of its largest customers



Key accounts team and call center increased customer satisfaction

Financial Impact



Eliminated need for \$35 million billing system rewrite

