

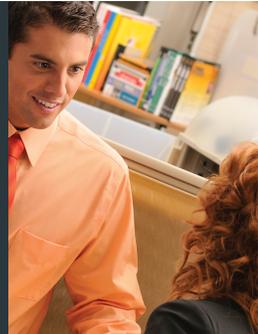
CASE STUDY

Charlotte County Utilities

“WE WERE DELIGHTED AND PLEASANTLY SURPRISED WITH HOW QUICKLY EVERYBODY ADOPTED AND ADAPTED TO THE SYSTEM.”

Frank Avila, Customer Service Manager, Charlotte County Utilities

A FLORIDA UTILITY AND ITS CUSTOMERS BOTH WIN WITH DOC1® AND E2™ SOLUTIONS.



Challenge

When implementing a new billing and customer care system, Charlotte County Utilities needed bill formatting and printing capabilities as well.

Solution

Charlotte County Utilities implemented DOC1® and e2™ solutions for substantial front- and back-office shortcuts to expedite its billing and payment cycle, which translates into savings for customers.

SUMMARY

Charlotte County Utilities is a water and wastewater utility serving approximately 50,000 homes and businesses in the Port Charlotte area on Florida's gulf coast, south of Sarasota.

The utility is a government-owned enterprise fully funded by customer rates, not by tax dollars. Savings opportunities (or “profits”) are passed along to the benefit of the utility's customers, giving a whole new meaning to the term “customer-centric.”

For several years now, thanks to numerous products from Pitney Bowes Business Insight, Charlotte County has been able to make substantial front- and back-office shortcuts that translate into savings for customers.

CHALLENGE

When Charlotte County implemented Banner, a billing and customer care system from Indus Utilities Inc., it selected DOC1 software to handle bill formatting and printing. “We really didn't even look at other products,” said Chris D'Urso, Charlotte County Utility's IS Manager. “Indus had had several successful implementations using DOC1 software to

produce utility bills and we'd been pleased with Pitney Bowes Business Insight's products over the years, so it was a ‘no-brainer.’”

Selecting DOC1 software for its bill composition proved to be an especially propitious move, because just a year after the utility's installation was complete, Pitney Bowes Business Insight added archiving, online presentment and e-payment solutions (now components of the e2™ Suite). These capabilities vastly speed up the billing and payment cycle.

Prior to implementing e2 Vault, when customer service reps needed a clear picture (literally) of a customer bill, they had to toggle from one screen to another in the utility's billing program. It was not a time-efficient process.

Enter e2 software. e2 Vault stores the native print stream files and converts them to a variety of viewable formats for both customer service representatives (via e2 Service) and customers (via e2 Present). The agents see exact replicas of customer bills, enabling them to explain charges more easily and resolve calls much more quickly.

“EVERY TIME SOMEONE WANTS A COPY OF THEIR BILL PRINTED OUT, E2 SAVES US ON AVERAGE 5 TO 10 MINUTES.”

Frank Avila, Customer Service Manager, Charlotte County Utilities

RESULT

The end result was an immediate savings in time and effort.

Shortly after the utility began using DOC1 and e2 software, the utility's managers understood that they were realizing a 20 percent reduction in cost and a 20 percent increase in efficiency almost every time a customer called in with a question about a bill. When customers need a second copy of their bill, even larger savings result. “Every time someone wants a copy of their bill printed out, e2 software saves us on average 5 to 10 minutes,” said Frank Avila, the utility's customer service manager.

“All in all, it's meant a big boost to productivity. We were delighted and pleasantly surprised with how quickly everybody adopted and adapted to the system,” added Chris D'Urso. “The reps find that it's completely intuitive. It only took them minutes to realize how much easier their jobs would be. Morale among the reps has definitely gone up. And the customers are certainly more content.”

The reps are also able to email a PDF of the bill to customers in real time, which has helped reduce the number of callbacks. The utility's managers were pleased to discover that e2 Vault supports both customer service requirements and the utility's requirement for online presentment and e-payment in a single integrated solution.

Said D'Urso: “We were looking for something that would enable us to add an e-payment option when our customers decided they wanted it and Pitney Bowes Business Insight's solution lets us readily extend the solution in that direction—we will have e-payment and presentment available in days.”

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THE PITNEY BOWES BUSINESS INSIGHT ADVANTAGE

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