

THE MEXICAN FIRM AGUA DE PUEBLA WILL IMPROVE ITS CUSTOMER SERVICE AND COMMERCIAL OPERATIONS WITH MINSAIT'S TECHNOLOGY

- **Thanks to the introduction of Onesait Utilities Customers, Minsait's state-of-the-art commercial management solution, Agua de Puebla will speed up customer service by means of apps and the internet, lower running costs and reduce unbilled water losses**
- **Minsait's initiatives in similar projects have allowed it to reduce complaints by up to 15%, cut the business cycle by 3 days and achieve savings of up to 20% in the running costs of different business processes**

Madrid, December 1, 2020.- Minsait, an Indra company, has signed a contract with Agua de Puebla (Mexico) to carry out the process of commercial management modernization of the utility with the aim of improving the service for more than 450,000 customers, reducing running costs and increasing efficiency in working procedures by means of digital transformation.

Thanks to Onesait Utilities Customers, Minsait's state-of-the-art solution for the comprehensive management of the commercial business of public utilities, Agua de Puebla's clients will be able to carry out operations and resolve queries at any time and every day of the year via mobile apps and the website.

Additionally, the project envisages the incorporation of an application to speed up and optimize the management of orders from teams in the field (meter reading, disconnections, reconnections, inspections, etc.) by means of mobile devices, reducing costs and improving customer service.

Another expected benefit is the fall in unbilled water, in other words, water that has been produced that then gets lost in the distribution network before reaching the customer due to various factors such as spills, theft, unlawful use and inefficiencies in the internal procurement, reading and billing processes.

The project will also increase the efficiency of collections thanks to the pre-payment option included in this solution, as well as improving commercial decision-making with the integration of an analytical information management platform.

Minsait's experience with similar initiatives has reduced complaints by up to 15%, cut the business cycle by 1 to 3 days and achieved savings of up to 20% in the running costs of the meter-to-cash processes (reading and collection), as well as those related to the management of the field work crews and the drawing up of reports.

Onesait Utilities Customers makes it possible to automate and optimize the entire business cycle of public utilities (meter reading, billing, collection and comprehensive customer management). It also supports sales and information requests via virtual channels, speeding up decision-making and improving customer service quality.

Additionally, it facilitates the logging of service outage reports from customers due to lack of availability of the service, and automatically creates incident logs for the company's operations center to resolve. The system also facilitates the generation of automated service quality indicators.

Onesait Customers is included in Gartner's Market Guide and is implemented in more than 90 utilities that manage more than 110 million customers.

Agua de Puebla holds the concession to provide the public services of drinking water, drainage system, sewer system, sanitation and disposal of waste water in the municipality of Puebla and the specific territorial divisions of the municipalities of Cuautlancingo, San Pedro Cholula, San Andrés Cholula and Amozoc. The company provides drinking water to more than 450,000 clients.

More than 50 million people have access to water thanks to Minsait's technology and more than 30 utilities in this sector worldwide place their trust in the company as a technological and strategic partner. Minsait has more than 40 success stories in the management of the full water cycle distributed to customers in Latin America, Europe, Asia-Pacific and Africa.

About Minsait

Minsait, an Indra company (www.minsait.com), is the leading company in digital transformation and information technology consulting in Spain and Latin America. Minsait possesses a high degree of specialization and knowledge of the sector, which it backs up with its high capability to integrate the core world with the digital world, its leadership in innovation and digital transformation, and its flexibility. Thus, it focuses its offering on high-impact value propositions, based on end-to-end solutions, with a remarkable degree of segmentation, which enables it to achieve tangible impacts for its customers in each industry with a transformational focus. Its capabilities and leadership are demonstrated in its product range, under the brand Onesait, and its across-the-board range of services.

About Indra

Indra (www.indracompany.com) is one of the leading global technology and consulting companies and the technological partner for core business operations of its customers world-wide. It is a world-leader in providing proprietary solutions in specific segments in Transport and Defence markets, and a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America through its affiliate Minsait. Its business model is based on a comprehensive range of proprietary products, with a high-value end-to-end focus and with a high innovation component. In the 2019 financial year, Indra achieved revenue of €3.204 billion, with more than 49,000 employees, a local presence in 46 countries and business operations in over 140 countries.