ENERGY AND UTILITIES

In**CMS** CUSTOMER MANAGEMENT SYSTEM

More than 140 Utility companies worldwide make use of Indra Solutions

indracompany.com

InCMS CUSTOMER MANAGEMENT SYSTEM

With more than 25 years of proven expertise, InCMS is the Indra's solution that caters for the needs of utilities in regulated and competitive markets regarding the customer relationship and commercial activities management

Mobility

Dashboard

A system specially designed for Utilities from the own Utilities experience

InCMS is an integrated, modular, Web system designed to support customer management for utilities. Its functional structure, rich, flexible and highly configurable, was designed to respond to the requirements of a constantly evolving dynamic market.

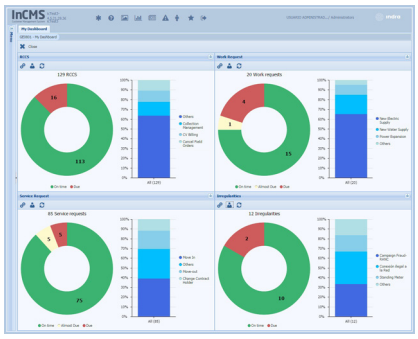
InCMS design aims at optimizing the most important concepts of the commercial cycle in utilities: customer loyalty, sales growth, cost reduction and prompt decision making.

InCMS provides all necessary information for daily operations and notifes the activities, to the different management levels in order to facilitate processes decision making.

InCMS is the result of the evolution of consecutive implementations in utilities throughout the world.
It offers a multi-service solution to companies that manage several services.

Indra's InCMS solution keeps as an acknowledged player, according to Gartner's Magic Quadrant, for several years and stands in the IDC MarketScape customer care and Billing.

CRM Feature

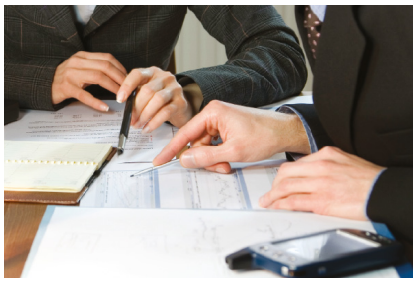


- Account Management
- Communications Management
- Customer Care Activities
- Customers' enquiries and complaints
- Self-Service Web
- Self-Service kiosk
- Multiple Channels

Channel Integration

- The system is enabled for interaction with several channels (sms, email, web)
- The system can be integrated with different CTI technologies through available In CMS connectors
- Possibility to interact with IVR platforms through available Web Services

New Connection/Disconnection



- Use of Workflows to define Processes
- Possibility of defining different action points (premises, supply, device, address)
- Manages Technical Centers and subcontractors
- Automatic work group assignment

Contracting

- Management of utility services (Electricity, Gas, Water) and Value Added Products (VAP's)
- Management of all steps within the contracting business processes (move-in, move-out, contract modifications, reconnections) by means of parameterized workflows
- Management of Prepaid and Postpaid contracts

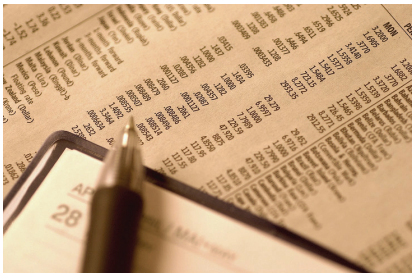
Field Orders

- Field Orders: generation, scheduling, assignment, appointments management, resolution, charges application
- Ability to manage field order through mobile devices
- Web Services are available to send/ receive field orders

Distribution Services

- Facilities Management: Premises, supplies
- Devices Management: Procurement (Batch and Individual registration of meters)
- Individual tracking of meter status , laboratories and tests
- Routes and Readings: Scheduling, reading quality controls, uploading, downloading
- MDM systems integration

Billing



- Rates and Taxes configuration. Complex Rates
- Totally flexible structure
- Billing Adjustments: Individual and massive
- Billing Simulation
- Billing quality controls
- Electronic Invoicing
- Prepaid Bills

Collection And Debt Management

- Grouping of several invoices on a single payment notice
- Manages Direct Debit, wire transfers, credit cards gateways, cash drawers control
- Payment Arrangements, Installment plants, Budget plans
- Debt Recovery and Bad Debt management

Dashboard

InCMS offers Business Analytics solution with pre-build process to get and follows the Business KPI.

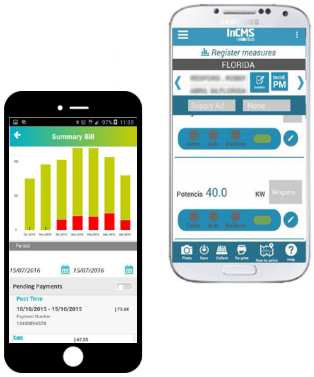
- Ready for use ETLs
- Powerfull Metadata
- Dashboards and advance analisis capability
- KPI's pre-build by commecial area
- Web Access

Reporting

InCMS provides standard reports for monitoring the commercial operative of all areas of the company including:

- Export of data in HTML and CSV format compatible with Microsoft Excel
- Drill-down capabilities based on hyperlinks (according to report definition)
- Complete personalization of report layout, including column sorting, hiding, column reorganization
- Generate graphs on the fly
- Save executions and particular views of files

Mobility



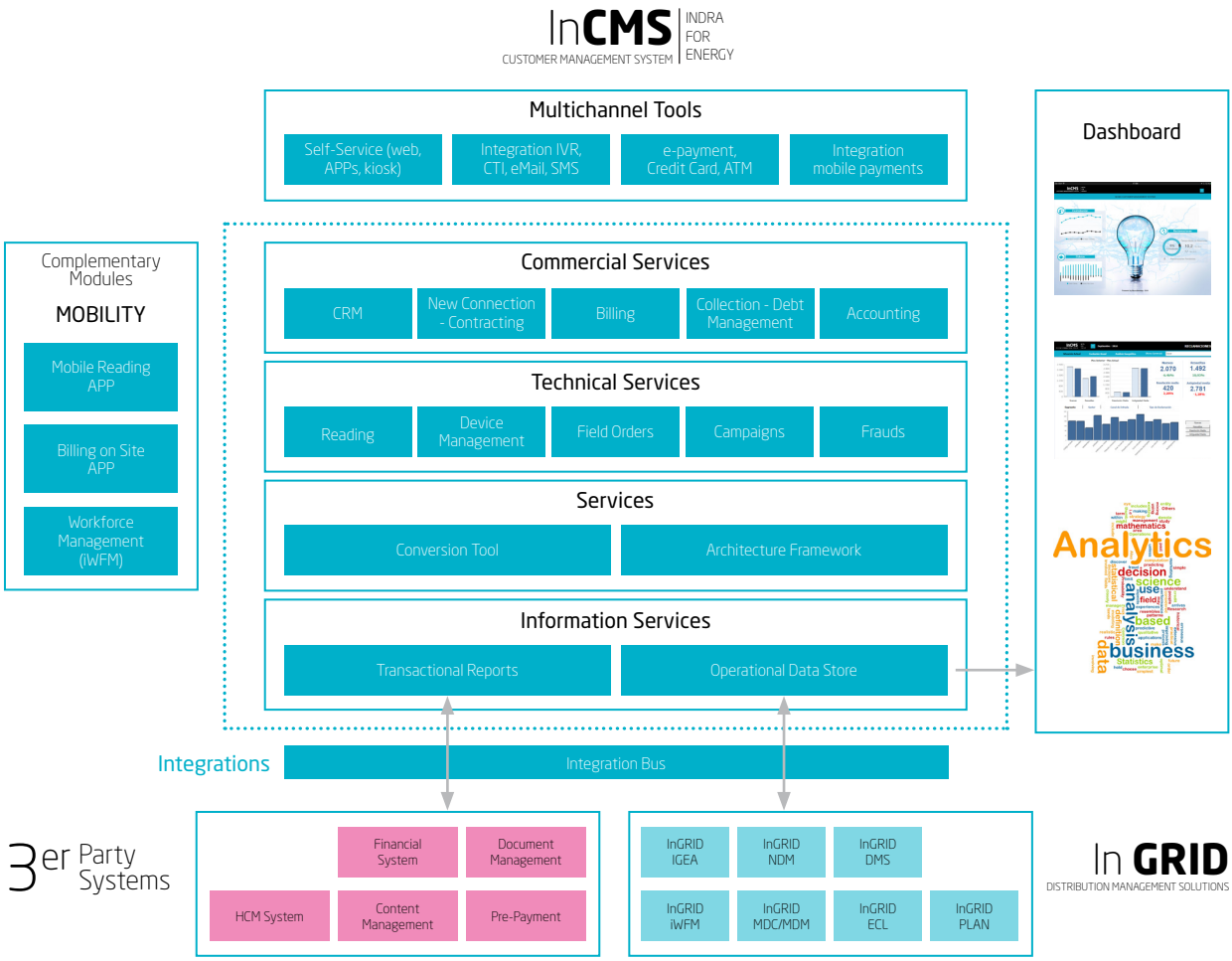
- Mobile Reading Application reading activities carried out by synchronizing data between central server and reader's through web services
- On Site Billing to support reading and billing on-site functionality
- Mobile Field Orders: real time field orders generation and execution
- Mobile Self-Service APP for customers to perform most common operations

InCMS

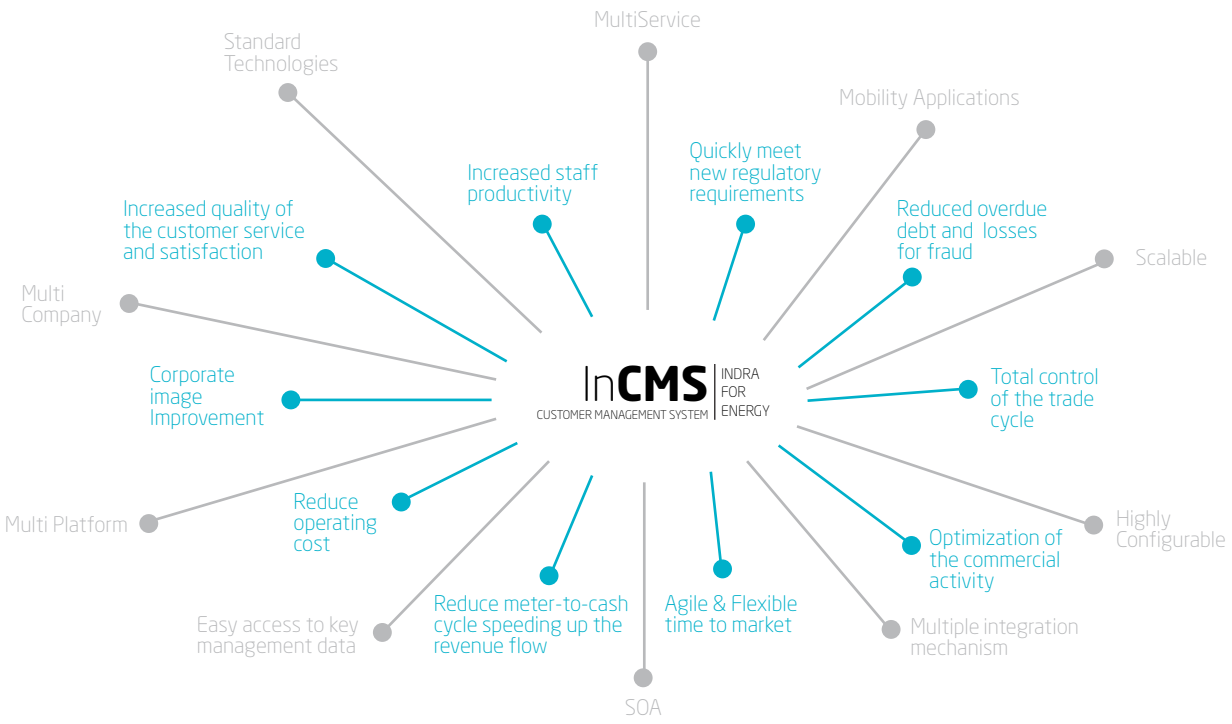
CUSTOMER MANAGEMENT SYSTEM

MORE THAN 90 IMPLEMENTATIONS WORLDWIDE
MORE THAN 100 MILLION CUSTOMERS
MANAGED BY OUR COMMERCIAL SOLUTIONS

Solution Map



Features and Benefits



ISO 9001:2000

indra

Avda. de Bruselas, 33-35
28108 Alcobendas
Madrid (España)
T +34 91 480 50 00
F +34 91 480 50 80
indracompany.com

Indra reserves the right to modify these specifications without prior notice.