



Your customers at the heart of your business

Today's water customers expect more from their water company. They have seen what other utility and service companies can provide – such as customer self service and internet bill payments – and expect equivalent services to be provided by their water company. This is coupled with the potential for increased competition in certain markets, meaning you need to be increasingly innovative as a business to ensure you're keeping costs low and customers happy.

MARKET CHALLENGES

Customer service challenges: High level customer service solutions are the key to ensuring ongoing customer satisfaction and keeping the regulator happy. You want your customer billing, complaints procedures and lines of communication to be effective in terms of cost and in delivering customer satisfaction.

Debt management: It can be a real challenge to collect money you are owed, particularly as in many markets customers cannot be disconnected for non-payment. Predictive management solutions are essential so you can format a profile of customers and pre-empt a non-payment scenario. It is also important to understand more about unbilled debt and identify money that is lost through your billing and revenue collection process chain, due to poor data or process gaps.

Water scarcity: Changes in weather and population are combining to place increased demands for water in some locations. More effective management of your customer base can help you encourage water efficiency from users, particularly through innovative tariffs and wider metering.

THE LOGICA SOLUTION

Changes in weather and population are combining to place increased demands for water in some locations. More effective management of your customer base can help you encourage water efficiency from users, particularly through innovative tariffs and wider metering. Logica are experts in integration and management solutions. With over 40 years experience in utilities, and over 25 specifically in the water industry, we can use our combined knowledge to make sure you meet customer expectations while keeping the cost of client management low.

We can offer you:

Business consultancy: We understand the water business, and our consultants use their expert technical knowledge to adapt and improve your processes. We can implement intelligent solutions that help you understand and manage your customers more effectively and ensure that the business challenges facing you are successfully and consistently met.

Billing and customer solutions: We design and build comprehensive systems, which greatly simplify your customer care and billing processes. These are global solutions that address all of your business processes, providing important financial and operational insight tools to support decision-making.

Our online customer self-service facility means you can simultaneously improve customer service and reduce call centre costs



We deliver reduced cost-to-serve by supplying billing and customer care systems to around 60 clients in Portugal, Spain and more in Brazil, Morocco and Cape Verde, supporting over 3.8 million contracts. In 2007, we signed 20 multi-year contracts with water distributors, strengthening our industry leading position with a 55% market share.

Customer self-service: Our online customer self-service facility means you can simultaneously improve customer service and reduce call centre costs. Many account and bill related customer interactions can be managed easily online by the clients themselves. The Oracle self-service products we often use can be quickly implemented – typically in less than six-months – and integrate to existing legacy billing systems of all types. Many of our utility customers have achieved a return on investment in less than one year through call-centre savings alone. Furthermore, these savings have been accompanied by measured increases in customer satisfaction and much higher adoption rates than traditional online billing systems.

We helped one of United Kingdom's largest companies reduce its call centre load and empower its customers to actively manage their account in a timely and convenient way by implementing an online customer self-service implementation using Oracle's self service products. Apart from the standard facility to view bills online, this system also provides the capability for customers to resolve their most common billing queries themselves. Industry analysts Gartner have said that this self-service system 'is the best solution on the market'.



Smart metering: Advanced modern metering – which takes data from the home to the water company and reports it back to the customer – will revolutionise the way you handle customer care and billing. Your clients will now be able to track their daily, weekly and monthly usage, and in turn, you will have much more comprehensive data on your customers. You will need a system that can handle this massive increase in data and report on it in a way that enables you to make key business decisions quickly. Logica are industry experts for metering, providing data systems which can aggregate and store information quickly, identify faults or leaks, track peaks and troughs in consumption and run your maintenance and repair schedules.

To help reduce the impact on the climate and lower bills, we implemented an innovative solution in Sweden where customers can manage and track their electricity and gas usage online. The mean average saving for each household in the project is around 24% and these benefits could be transferred to the water industry. The 20,000 Swedish households with smart meters are using an online monitoring tool named EnergiKollen which allows consumers to see how their energy consumption varies from day-to-day and hour-to-hour; enabling them to take control of their electricity and heat requirements.

DID YOU KNOW

For over 60% of the municipal water and sewerage utilities in Portugal, we have delivered a full billing and customer care programme, including consultancy, implementation and application maintenance services.

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Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.com

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