



U.S. Utility Company

Company Profile

The largest gas and electric utility on the West Coast, serving customers for over 100 years. Over 20,000 employees provide electricity and natural gas to over 15 million people.

Project Purpose - CC&B 2.4 Upgrade

Oracle Utilities Customer Care and Billing (CC&B) handles every aspect of the customer life cycle, including meter reading, billing, and payment processing. It leverages data to provide a 360-degree customer view and boosts productivity by facilitating access to frequently used customer information.

Project Goals

Replace out-of-date CC&B with an updated version that contains better capabilities and is compatible with new patches

Increase the ability to capture customer contact information

Boost the quality of customer data, and support a 360-degree customer view by eliminating the source of data duplications

Business Challenges

An inability to accurately capture customer contact information

Billing errors and customer complaints are caused by a lack of bill validation

Large numbers of integration errors result in low quality data

Duplications in customer data lead to a fragmented customer view and prevent high-quality customer service

High maintenance costs incur due to a cluttered environment created by the carryover of legacy systems

Project Results

Streamlined data and increased efficiency by removing obsolete data points

Improved the 360-degree customer view by boosting the company's ability to capture customer contact information

Decluttered the environment by removing unused interfaces and legacy systems

Increased operational performance, integration capabilities, and data quality

Reduced billing errors via a new bill validation feature

Improved contact center productivity and responsiveness by enhancing the user interface