

SmartWorks Compass

Automated Move-In/Move-Out

Utilities are under increasing pressure to do more with less. In finding opportunities, we look for repetitive processes that can be automated. Where better than customer service to find such opportunities. There is a constant stream of customers moving in, applying for service, moving out and closing their accounts. It's hard to automate many parts of these processes because they cross multiple utility systems, all using different technologies.

Integration and Automation

This makes the processing of these customers time-consuming as well as highly repetitive. The SmartWorks **Automated Move-In/Move-Out Module** streamlines the process of gathering final reads and start reads reliably, while saving time for the customer service representatives. Move-in and move-out requests are gathered and the appropriate service orders created in the normal way. SmartWorks checks for these service orders regularly, determines the appropriate meters, returns the correct billing determinants, and automatically populates the service orders. Final bills and Start bills can then be generated in a timely manner with the right billing information. Billing determinants may be as simple as a register read from the meter or can include blocks, tiers, time-of-use and demand.

Handling Exceptions

If the optimum meter read is unavailable, say in the case of a missing register read, the

SmartWorks solution can use estimated reads or the next closest read, all based on configurable logic. It's easy to automate processes that always go according to plan. SmartWorks goes the extra distance to handle exceptions and anomalies efficiently and seamlessly.

Saving Time

With SmartWorks handling this repetitive task, and dealing with anomalies, your customer service department can focus on more value added activities. This solution empowers you to serve your customers better and do it more efficiently.

For years, SmartWorks has been solving challenges like this. We've become masters of process design, integration and automation – enabling us to streamline processes, save time and make the complex simple.

SmartWorks has integrated with dozens of billing and customer information systems, promoting the use of industry standards for secure, reliable and maintainable interfaces. Our Process Automation engine allows us to configure a massive range of processes without the need for custom code or scripting. This means that we can solve problems and streamline processes in solutions that are easy to deploy, easy to operate and easy to maintain.

Contact us to understand how we can automate move-in, move-out and other processes for you.