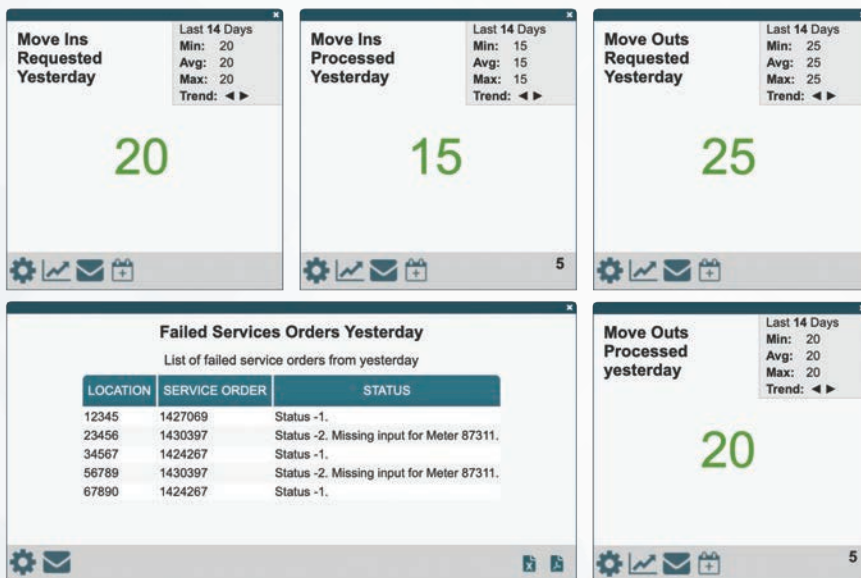# Move-In / Move-Out Automation
Too Many Tasks, Too Little Time?

Free up more time to help customers with complex issues by adding automation to move-in and move-out requests.

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.
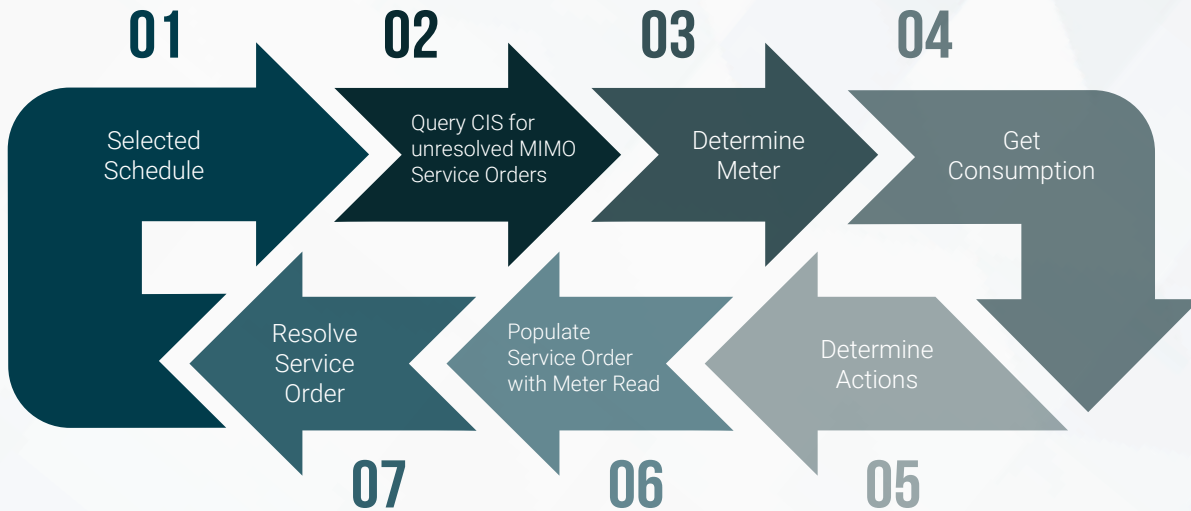
SmartWorks
Make the Complex Simple

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.

01 Selected Schedule
02 Query CIS for unresolved MIMO Service Orders
03 Determine Meter
04 Get Consumption
05 Determine Actions
06 Populate Service Order with Meter Read
07 Resolve Service Order

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.

Integration	Related Modules		Additional Modules
• Any Open Customer Information System	• MeterSense MDM		• Transformer Loading Analysis
• Any interval meter read source	• Remote Disconnect		• KPI Dashboard
• Other systems as needed	• Targeted Messaging		• Rate & Revenue Analysis
			• Blink Analysis
Supported Browsers			**Featured Harris Solutions**
• Google Chrome (PC/Mac/Android)	• Microsoft Edge		**dataVoice International**:
• Mozilla Firefox	• Opera		• Outage Management System
• Apple Safari (Mac/iOS)			**Partner Software**:
			• Field Mapping Solutions

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

SmartWorks