



# Case Study



## The Customer

## Automated Flow Management Solution

npower Business Services provide energy to 350,000 business customers, from the smallest corner shops to the largest industrial giants. npower has grown through a series of acquisitions of the electricity and gas supply businesses of MEB, Calortex, MEB Powerline, National Power Energy Direct and Independent Energy, Yorkshire Electricity and Northern Electric and Gas.

## How Utilisoft's AFMS helps npower:

- Automated links with npower's CRM system;
- Business User actions are guaranteed to generate the correct dataflow response through automation;
- A significant reduction in the number of invalid dataflows sent and received since the introduction of AFMS.

## The Situation

Each of these businesses had its own different legacy system for managing residential and business customers, providing a challenge to npower Business Services in establishing its own state-of-the-art systems and migrating customers from other applications. In order to meet the challenge of migrating customers to a single system and to ensure that its business customers receive the attention required, npower Business Services selected Utilisoft's Automated Flow Management Solution (AFMS) to complement the chosen Siebel CRM and SPL billing applications.

Utilisoft's AFMS insulates these business systems from the rigour and complexity of the dataflow requirements introduced by the electricity industry as a result of competition.

"When selecting middleware to manage the customer registration process we had a number of potential options. Utilisoft's solution was considerably ahead of the other alternatives because it was a readily available system, they had proven experience of working in this area and 'won hands down' on the 'cost-to-functionality' equation." Dave Ford, Head of Transformation, npower Business Services

Using Utilisoft's AFMS Software, npower Business Services has:

- Completed the migration of 250,000 live customers from four different legacy systems exactly as planned to both time and budget;
- Automated the Business Critical dataflows, enabling its staff to 'do their day jobs' in managing the needs of customers.

"We have never had any performance issues with flow processing and throughput in AFMS." adds George Thompson, Product Services Manager, npower Business Services.

"We have already completed the Migration and bulk Change of Agent processes within two of our regions and have total confidence in the system.

"The system will have adequate capacity to accommodate the remaining regions. The user interfaces are intuitive and it is easy to train staff using the system and get them up-to-speed in a relatively short period of time. Confidence in AFMS and the quality of the system is now at a level within the business community that when some changes have been developed and delivered by Utilisoft, just the system testing evidence has been enough to meet the sign off criteria."

"Whenever we need to make changes, Utilisoft are quick to respond and we can just pick up the phone and speak to the senior developers.

"Nothing is too much trouble for Utilisoft and we enjoy an open and honest relationship on all issues including turnaround times and quotes."