



# Wipro's Customer Experience Management Solution For Utilities

Wipro's Hosted and Managed Customer Information System (CIS) solution with Oracle C2M

Wipro offers small and mid-sized utilities a hosted and completely managed service model with Oracle Utilities Customer to Meter (C2M). The product and solution help these utilities to provide enhanced customer experience while enabling internal process efficiency.

Improve your customers' experience while managing your business processes efficiently



Ensure best availability, optimal cost per customer and overall cost of operations



Digital approach and solutions to enhance customer experience while significantly reducing risks involved in traditional implementation



Strategic partner of Oracle and certified for C2M implementation with experienced team in implementation and management of CIS for over 9 global engagements

## Solution overview

The solution supports your key business processes including

- Customer management
- Metering and billing
- Payments and collections
- Letter and bill print
- Channel management
- Digital channels
- Fieldwork

**Reduce implementation costs by up to 30-35%, compared to traditional implementation\***

\* Dependent on scale of implementation and services

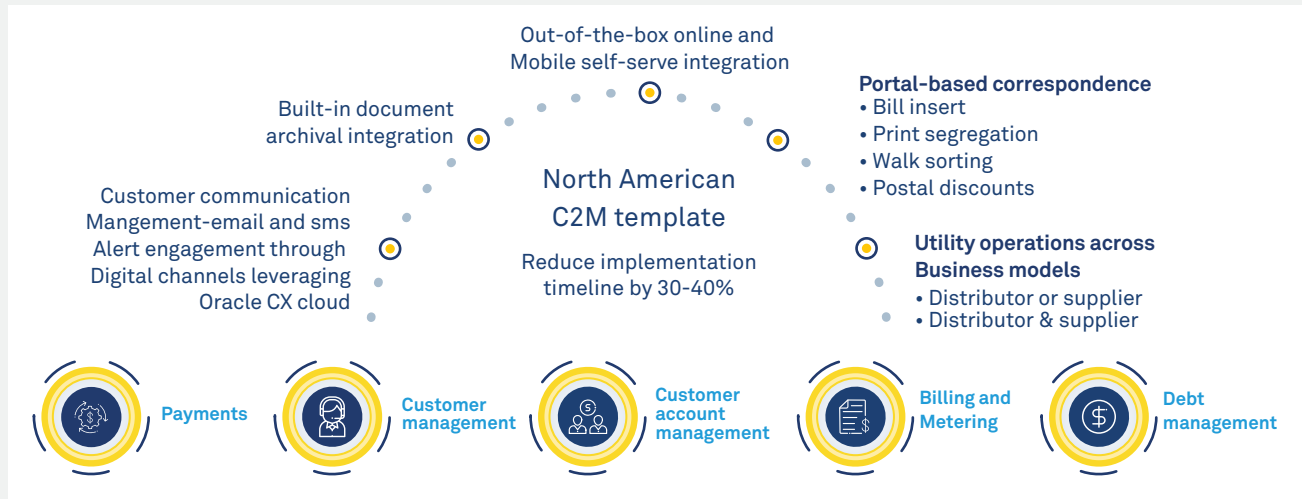


Figure 1: Solution overview

## Key features

- Best practices: Readily configured industry leading practices with market-leading CIS MDMS in one solution
- Pre-integrated into digital channels: Enhances digital channel capability through Oracle CX Cloud integration with multi-channel communication and customer communication preference management
- Faster implementation and lower cost: Customer to Meter (C2M) solution template based approach enables faster implementation
- Upgradation: Wipro EasyU upgrade framework for Oracle Utilities CC&B makes upgrading to the latest version faster, better and risk-free
- Capex or opex financial model: The financial model provides options to choose the capex and opex allocation that best suits your business
- Measure and monitor the service: Easyrun framework provides the visibility of performance against the agreed service levels
- Pre-built integration with head-end and AMI systems; Automated VEE (Validation Estimation & Editing) processes and consolidated interface for data management

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