CASE STUDY

RapidXtra supports Welsh Water's delivery of customer service excellence

How UK Water's market leading billing and customer information system RapidXtra was successfully implemented on time and to budget.

Dwr Cymru Welsh Water is responsible for providing over three million people with a continuous, high quality supply of drinking water and for taking away, treating and properly disposing of waste water. When in 2012 the company took the decision to replace its legacy mainframe billing environment, Echo's RapidXtra was selected as the core billing engine, enabling the business to move forward in the delivery of customer service excellence.

■ THE CHALLENGE

Billing £800m, responding to 800k calls and processing 1.1m meter reads each year

Legacy billing replacements in the water industry are notoriously complex and extremely challenging. In addition, the programme scope was extensive, replacing the billing engine, meter reading system, mobile hand held terminals, debt management system, web billing system, document management system and over 100 interfaces.

It was essential that the new billing system would be cost effective, support a customer first culture, be largely pre-configured and proven through use within a similar regulated industry environment. Welsh Water did not, however, want to compromise on their desire for a great breadth of functionality within the system and an innovative roadmap development plan to address future needs of customers.

■ ACTION

A focused team approach to achieve the goal

- We adopted an extremely close working partnership with our client with an open and transparent culture and a 'one team' approach.

- We implemented an 'adopt not adapt' approach in terms of the core RapidXtra functionality, keeping system changes to a minimum, delivering a pre-existing proven software data configuration to meet the requirements of a regulated water and sewerage operating company.

- We worked to successfully integrate RapidXtra with SAP, Tallyman and a new in house meter data management system.

- All of the above being delivered by our expert team who provided support, training and on-going maintenance.

"We were looking for a system which would meet two primary criteria: on the one hand a system which is proven, reliable and cost effective; whilst on the other, not compromising on our desire for a great breadth of functionality and an innovative roadmap development plan to address the future needs of our customers"
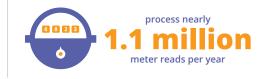
Managing Director, Dŵr Cymru customer services and sponsor of the programme

Julia Cherrett

The new system needed to...

accurately bill over
£800m
to customers every year

successfully respond to
800,000
customer calls per year

process nearly
1.1 million
meter reads per year

The right people. The right processes. The right customer experience.

◼ RESULTS
Successful implementation within budget and on time

- ☑ Delivered on time and to budget
- ☑ Successful integration into a SAP-orientated environment
- ☑ Training time for customer agents halved
- ☑ An increased range of tariffs available to help customers
- ☑ A user friendly system well accepted by customer agents - call handling time has improved
- ☑ Reduced technical operating costs compared to the legacy system
- ☑ Easy to change standard data elements, reducing costs of change by 35%
- ☑ Improved accuracy of billing and cash collections due to data cleansing activities
- ☑ A solid platform from which to deliver future customer web based services

What Welsh Water said...

"Replacing our billing system was a one in 25 year event for us and not something we entered into lightly. When we began the project, we were clear that our priority had to be that the only impact on customers should be positive and that an equal priority was training and support for our teams. To have achieved a successful implementation within budget and on time is a real testament to the way the project was planned and delivered and a great example of what can happen when teams really focus around a goal."

Julia Cherrett, Managing Director,
Dŵr Cymru customer services and sponsor of the programme

RapidXtra®
Billing and CIS

UK water's market leading billing and customer information system. Proven and retail ready.

Quality Customer Engagement from Echo

Built for the UK water industry, RapidXtra is Echo's complete billing and customer information system. It combines comprehensive, flexible and accurate billing, supported by all the information you need about your customers to provide a proven, easy and effective way for water companies to deliver an exceptional customer experience.

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The right people. The right processes. The right customer experience.