

# DIGITAL METER TO CASH PAY AS YOU GO MODEL

**BROCHURE**



Connected World  
Connected Experiences

# What is Digital Meter to Cash?

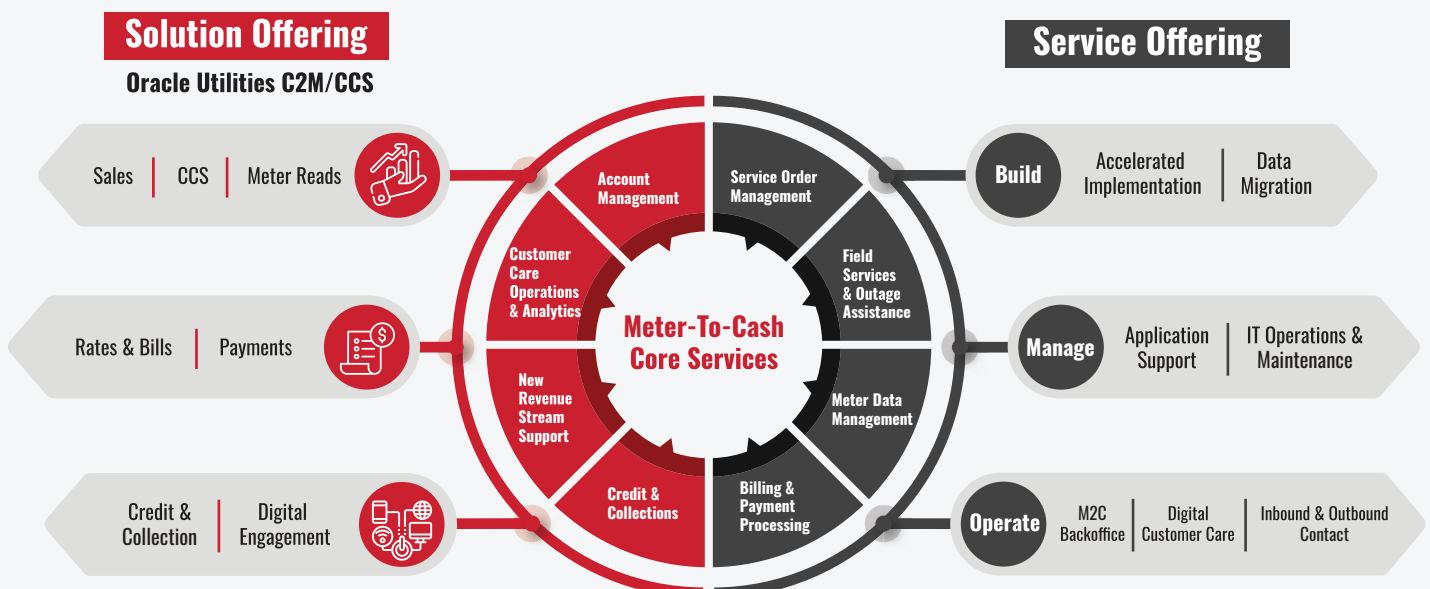
Meter-to-Cash (M2C) is one of the core operations in utilities and has involuntarily evolved into a cluster of loosely fitted processes with limited interaction amongst each other. Leaving no coherent view of customer experience. This is where Tech Mahindra along with Hansen comes into play to provide E2E M2C services using Data driven approach, enabling quick modernization or replacement of legacy customer information systems (CIS).

## Our Solution:

The solution Enables Process Transformation to streamline Operations by:

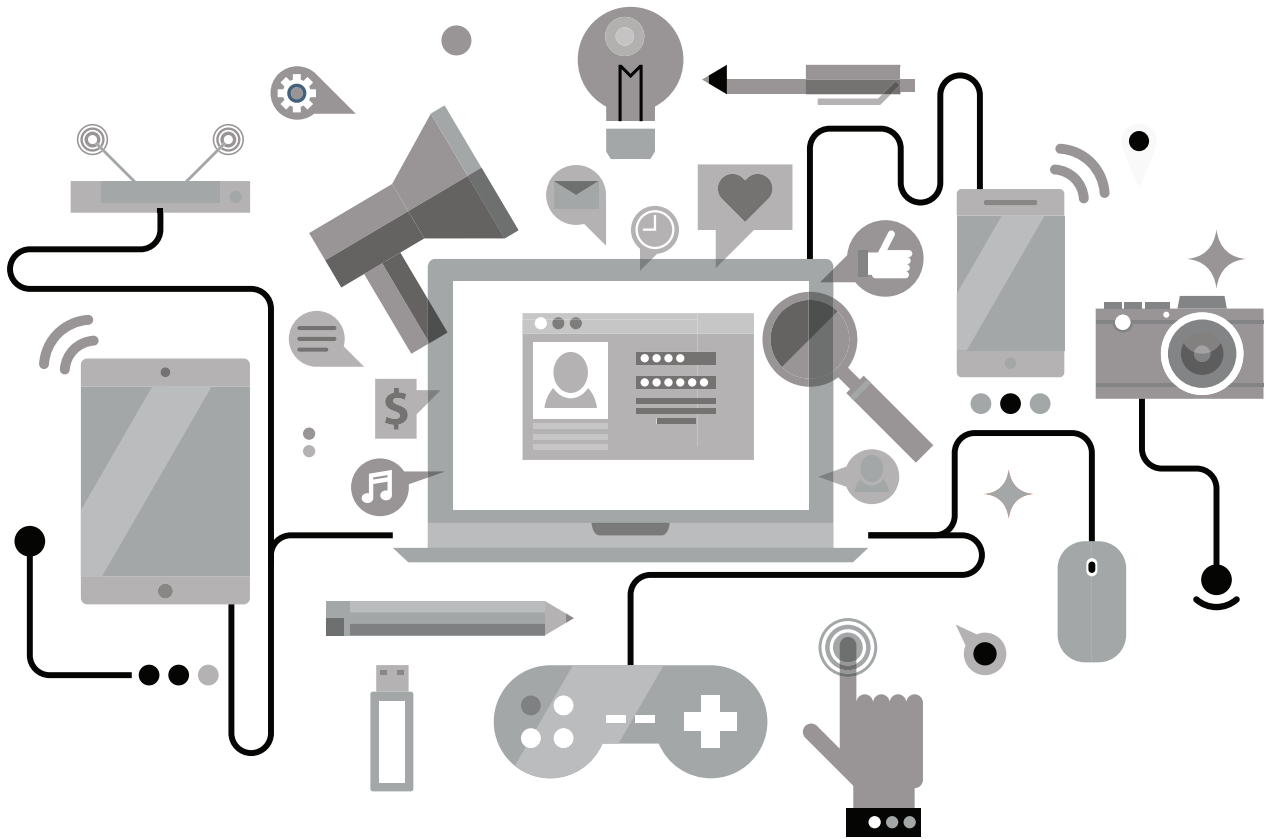
- Using Intelligent RPA, SMART MIS, Unified desktop - Faster TAT to promote FCR
- AI/ML Integration, Predictive analytics, Geo-spatial Analytics for exception reduction and resolution
- Best in class billing, account management and customer engagement platform and practices
- Data driven approach enables to quickly modernize or replace legacy customer information systems (CIS).
- Process optimization by standardizing functional areas such as customer account management, meter data management etc.
- Develop meter to cash digital customer journeys enabled by SCM and Optimize/Accelerate processes through intelligent automation, embedded analytics and social CX
- Pay as you go intelligent business operations reducing cost-to-serve as the customer base increases

Additionally, we leverage our Oracle led BPaaS solution which supports multiple delivery models like onsite, hosted, preconfigured and SaaS across multiple languages. Moreover, solution offerings using utilities C2M/CCS to the likes of Sales, CIS, Meter Reads, Rates & Bills, Payment, and Credit & Collection.



Operate BPS Services covering Customer care and Meter to Cash back office solution will serve as a 'hub' for meeting many of today's utility customer, financial, and operational challenges and will enable the Utility to change and adapt for a whole raft of new capabilities, market and environment challenges and new advancements in AMI, Home Automation, EV and Renewables





## Challenges Faced:



Process with high volume of Mundane and Simple tasks



Customer experience due to legacy systems and conventional way of interaction



Challenges to billing & managing processes associated with legacy systems



Difficulties in managing SLA impacting revenue and NPS

## Benefits Provided:

- 20-30% reduction in Delivery Lead-Time
- 95% reduction in manual exception handling
- Pricing & Indicative Budget available to handle various Delivery Models
- Cost Reduction by 25-30 %
- Increase NPS by 5-10 basis points

## Why Tech Mahindra BPS

Meter to Cash (M2C) has always been looked at from IT systems perspective, ignoring adequate focus towards a holistic view of the business process, resulting in sub optimal level of benefits realized.

It is here where Tech Mahindra leverages its platforms built on Oracle E-Business suite, which supports multiple delivery models like onsite, hosted, preconfigured and SaaS across multiple languages. This along with Cognitive Analytics, Advanced CIS Implementation and, Automation technologies to bring out the Best in class billing, account management and customer engagement platform services and practices.



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