

# Agile Utility Billing, Metering & Payment Operations with **Smart BPEM**



Connected World  
Connected Experiences

# What is BPEM (Business Process Exceptions Management)?

Managing Exceptions remains a critical component in Utility Business Process Operations. It helps in identification of cases that digress from the norm. TechM's utilities exception handling capability leverages **BDEx platform** (from Basis Technologies) on **Utility SAP** to manage and resolve business process exceptions proactively, addressing deviations that leads to errors across business Backoffice processes.

## What is the Solution?

The BDEx Digital suite has become a must have add-on for Utilities running SAP, automatically providing a real-time, 360° view of all the exceptions associated with a particular utility customer, through an intuitive user interface designed to minimize investigation and resolution times for customer enquiries and escalations. It helps in resolving queries at a fast pace, increasing customer satisfaction and reducing agent workload significantly.

**Services are built to address errors a utility might encounter during/post SAP IS-U/S4 HANA implementation or upgrade. The errors are mostly related to:**



**Billing & Invoicing -**  
Outsorts, blocks, late billings, etc.



**CRM & Customer Service -**  
move Ins/Outs, replication errors



**Metering -**  
Implausible reads, disconnections, installation locks

## Challenges Faced in Exceptions Management



Prioritizing and Balancing the exception workload



Order problems based on type of exception, Order deadline, Customer class, and other Contexts to the order processes



Overall lack of visibility within exception processing combined with existing classification schemes



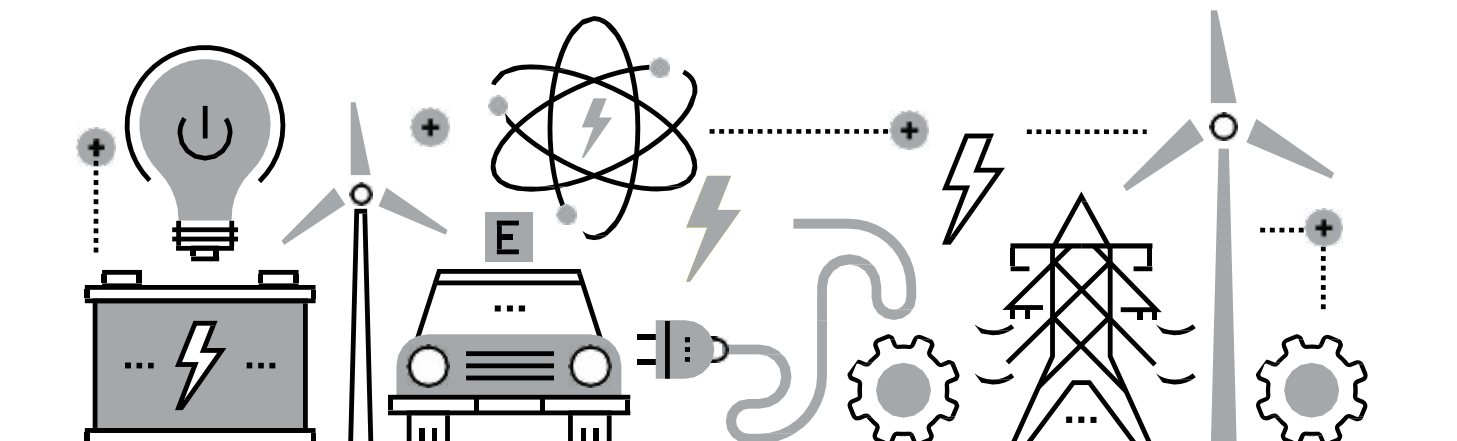
Lack of systematic method for capturing resolution knowledge

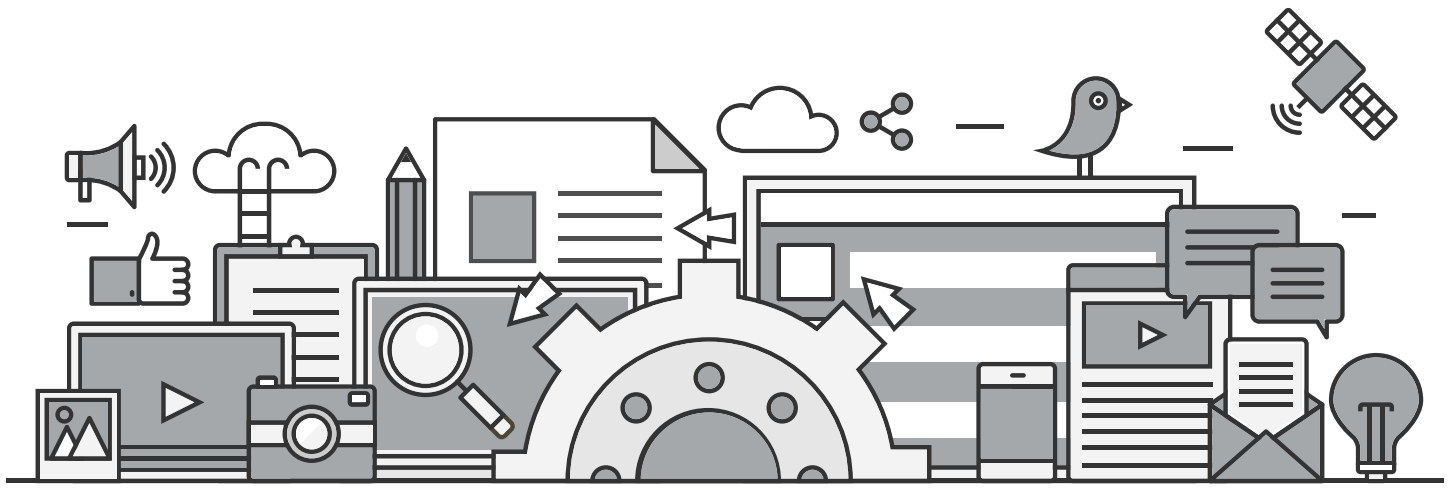


Manually intensive resolution approaches that are both expensive and difficult to scale



Largely undocumented knowledge about systems and processes





## Benefits Provided

- Reduced Labour Costs, Predictable Results & Scalability
- Automated system support for all exceptions
- Availability of contextual information to speed up exception processing
- Prioritized and balanced exception workloads
- Close to 3X decrease in BPEM resolution time
- Better work force management and improved customer satisfaction and retention

### Customer Service Benefits



- \$6-\$8 Mn. Projected Annual Front Office Savings
- 13% Increase in Net Promoter Score
- 87% Reduction in Handoffs
- From 20-40% to 0-13% Reduction of repeat customer contacts

### Backoffice Benefits



- 50% Average Handle Time Reduction
- 42% Right First Time Improvement
- 95% Invoices Ready to print in 3 days
- 28% Reduction in Labour Costs
- 40-50% Reduction in Metering & Billing Exceptions

### Performance Improvements



- 50% Reduction in correct meter reading steps
- 39% Reduced bill/invoice steps
- 100% Reduction in Check Bill & Account Lock Steps
- 60% Reduction in Reverse Invoice Steps
- 79% Accounts Investigation Steps Reduction

## Why Tech Mahindra BPS

TechM's solutions can manipulate the tolerance levels in Utilities ERP/Application systems and put in place the updated processes to lower the number of exceptions or the timescale to fix them.

We follow a Structured & Strategic approach to exception management from a team of experts, which efficiently review and manage business process exceptions proactively. Moreover, our Remediation and Automation practices offer best strategic solutions for maintaining productivity and revenue while business transactions continue to operate seamlessly.



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