

## NEED FOR INTEGRATED CUSTOMER CARE & BILLING SYSTEM

The utilities industry is rapidly adapting itself to changing regulations and ownership structures. To achieve success in such a dynamic market, it is imperative to maintain focus on improving operational efficiencies towards customer service.

To maintain that focus, utilities require an integrated customer care and billing solution. Such a solution would enhance customer service, increase efficiency of both front and back office operations, improve billing operations and help increase revenue

collections. Such a robust and flexible solution will enable utilities to be equipped for taking advantage of the opportunities these changes offer.

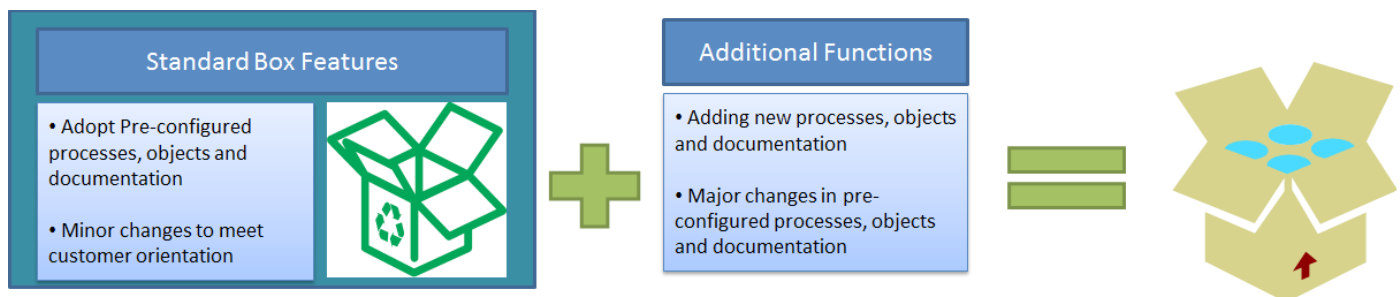
### What is PACE for Utilities?

Infosys' PACE for Utilities solution is a pre-configured solution for utilities which comes with templated solutions for utilities and is designed to accelerate implementations. This solution provides seamless integration to back office processes –like Advanced Meter Infrastructure (AMI) and Geographic Information System (GIS).

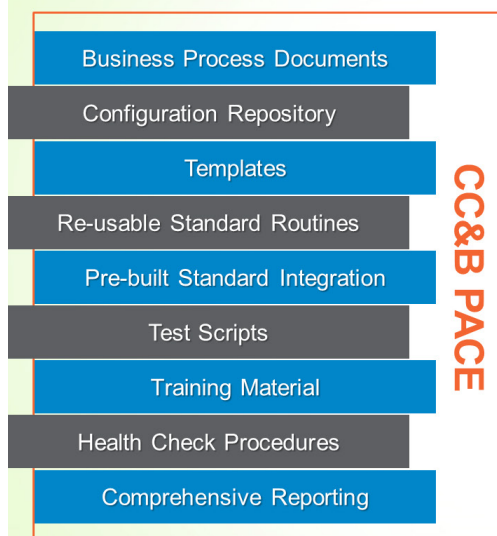
The solution resides on Infosys' utility domain knowledge and is derived from industry best practices. This solution is offered in Oracle CC&B platform, to cater to most utilities customers. The solution also includes various artifacts and accelerators, and can be extended to incorporate specific needs of each customer.

PACE provides for rapid implementation- as fast as

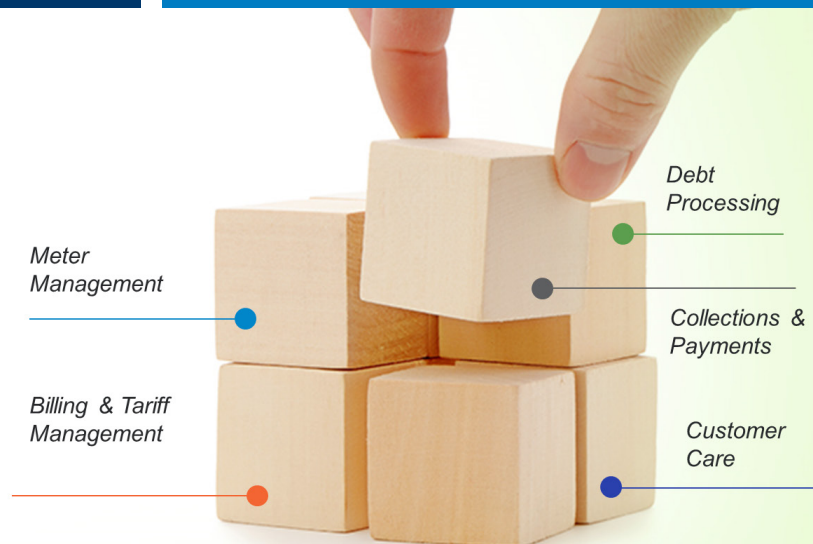
16-18 months, a fraction of the time taken by a project of a similar nature. The scope of PACE covers the meter to cash-cycle and customer service processes used at most utilities.



### PACE Repository



### Business Functions



### Business Functions

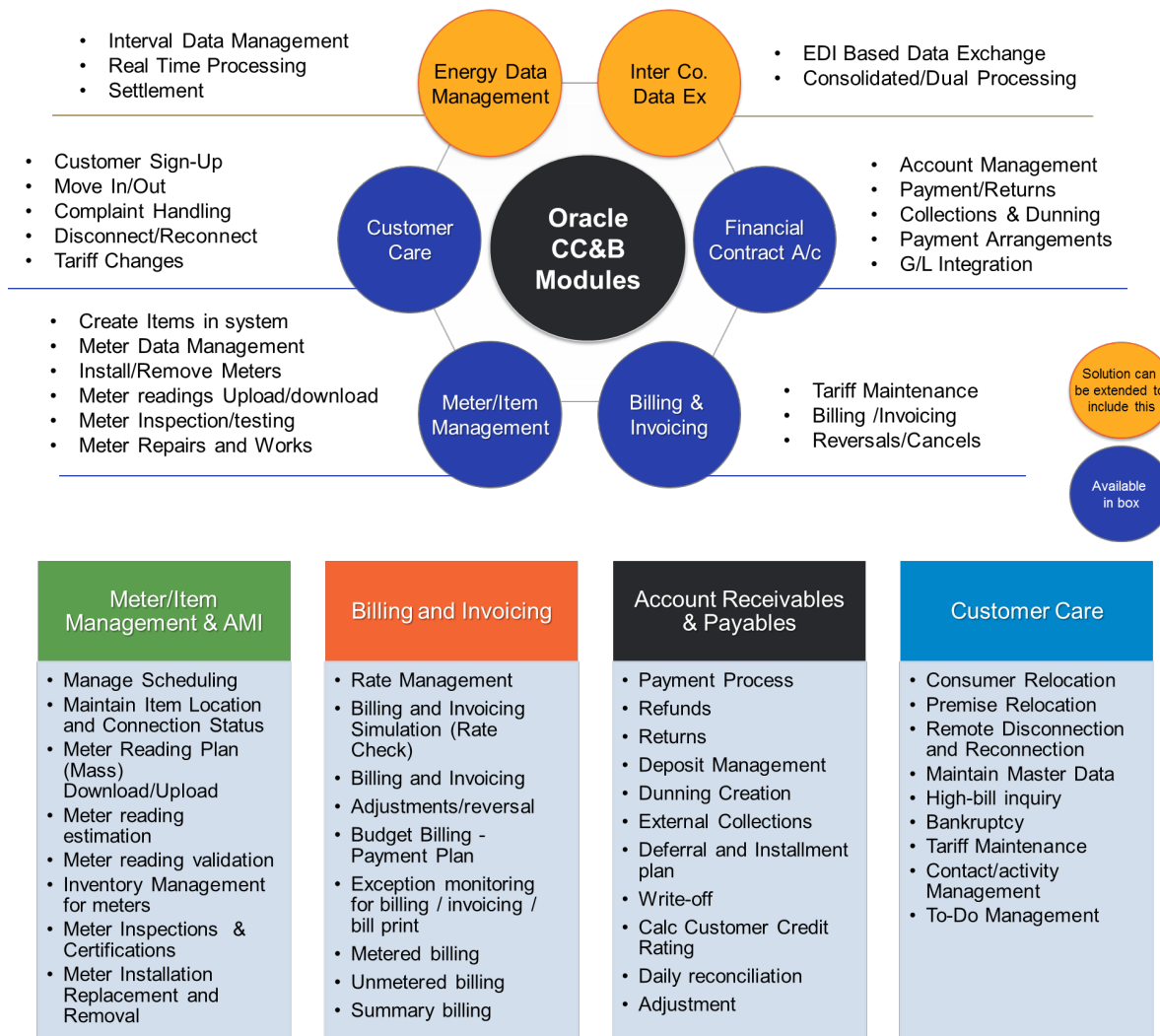
## Challenges in Standard Package Implementation

- Frequent costs and time overruns
- End solution not known. This results in lack of user community buy-ins
- Today's agile business environment does not allow long implementation timelines
- Continuous loss of user bandwidth can severely impact day-to-day operations

## PACE® (Pre-configured & Accelerated CIS Enablement)

- Unique methodology towards accelerated implementation of PACE solution
- Shorter timelines and on time delivery
- Low Cost – Up to 25 % Cost Savings
- Delta modification to pre-configure solution and artifacts shortens timeline
- What you see is what you get'

## Infosys Pre-Configured Offering



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

**Infosys**  
Navigate your next

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