

# Customer Management

30 years providing flexible and robust  
Customer Information Systems to Utilities



minsaït

An Indra company

# Customer Management

A complete solution for the utilities at the forefront

## Utilities going through digitization are facing multiple challenges

Utilities are looking for cost-effective, intelligent and innovative technologies to drive efficiency, to deliver products and services safely and reliably, while providing excellence in customer service.

Furthermore, today's digitally savvy consumers and the increasing number of prosumers demand instant access to information and expect proactive customer service.

## A powerful solution to connect with customers

Onesait Customers is Minsait's response to the challenge: a CIS solution that supports customer engagement and the Meter-to-Cash business processes of electric, gas, and water utilities of all sizes.

- **Full-Scale application**  
Designing and producing a robust, complete and modular application for utilities. We provide multiple controls and validations in the system processes that boost the quality of data and of the reading. Additionally, we offer different features including the possibility to manage post paid and prepaid services, define multiple types of loans, and furthermore.
- **End-to-End methodology**  
A digital customer journey based on an omni-channel approach. Incorporating multiple channels, interacting with them, and engaging customers on their preferred channels, creating a seamless, end-to-end customer journey.
- **Versatile solution**  
Bringing a set of mobility applications for end users, readers and technicians to connect anywhere, at any time. Offering the possibility to be deployed on premise or cloud to reach the most remote areas.
- **Customer Centric platform**  
Specially designed for Utilities with a customer centric approach focusing on creating the best experience for the customer.

## Direct impact for utilities and customers

### Lower Operating Cost

The digitization of processes brings to the utilities sector a considerable reduction of costs, starting from transportation and labor costs to the costs of materials and producer goods.

### Reduction of Meter to Cash cycle

The versatility and capacity of the solution allows to reduce the meter-to-cash cycle. Starting from an improved quality of the readings to generate accurate bills to an increased number of bills processed per unit of time.

### Increase Collection Rate

A reduction of meter-to-cash cycle is related with an increase in the collection rate. Moreover, the automatization of the current active assets, not only of the billing process but also of the deb management and loan control help to increase this rate.

### Increase Customers Satisfaction

Bringing faster response times and more channels to interact with the customer helps to have an improved customer interaction, which is translated into an improved customer satisfaction.



## Our solution provides the utilities with

**15%** lower operating costs

**4 days** shorter on average to complete meter-to-cash cycle

**20%** increase in collection rate

**20%** increase in customers' satisfaction

Source: Internal analysis and projects under way.



# Mark Making the way forward

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