

# REF-OR-M MODERN CX FOR UTILITIES

Digitizing Sales, Service, Field Service for  
the Utilities sector across end to end  
lifecycle



The REF-OR-M solution built for Modern CX for Utilities, is a preconfigured, end-to-end reference solution, tailored to suit all aspects of Utilities Sales and Service Management.

Our solution comprises of end-to-end process flows, foundational solution components across Account Acquisition for Utilities, Customer Service, Field Services, Work Order Management, Asset Services, IOT and proven best practices from successful D365 transformation engagements, brought together in a unique solution concept to achieve greater business value with Microsoft Business Applications.



- Amplified offering with automation and intelligence in Utilities CX
- Enhanced Sales Process automation, Service orchestration and Customer Experience with digital experience solutions
- Reduced TCO & faster deployment, lower risk

## Sales Automation

With our solution Account Validation, Sales lifecycle process is automated with specific business process automation

## Service Productivity

Mobility, automated business process flows varying with types of requests/ projects and automation enables higher service teams productivity

## Smart Field Service & Metering

Asset enhancements enabling end to end servicing of assets based on condition, scheduled service and Predictive tracking with Azure IOT for Smart Metering

## Omni-Channel Experience

Digital channel experience for staff, vendors, field force and consumers across virtual assistants, apps, self service, Mixed reality and more

**15% Improvement in Sales  
Teams Productivity**

**10% Increase in Service  
outcomes on Field & Back office**

**20% Reduction in overall TCO**