

Nationwide Transformation: Elevating Digital Services and Asset Reliability

Industry: Public Sector – Utilities

Size: 4,000+ employees



Business Problem

The client faced significant business challenges: manual processes causing delays in request fulfillment and a limited service window of six hours leading to long queues. Complicated data interpretation due to diverse systems and structures, coupled with the absence of a centralized asset management platform, hindered contractor effectiveness measurement and asset tracking.

How Intertec Helped

Intertec provided a comprehensive solution to address these challenges, encompassing business process re-engineering, digitalization of customer services, and advanced asset management. Our key interventions included:

- Business Process Re-engineering and User Experience Design: Streamlined workflows and improved user interfaces to enhance efficiency and user satisfaction.
- Digitalization of customer services: Implemented portals, apps, virtual agents, and business process automation to facilitate seamless and efficient customer interactions.
- Asset performance management: Optimized the management of linear and facility assets to ensure better performance and reliability.
- Integration with Oracle CC&B and other entities: Enabled seamless data exchange and collaboration by integrating systems with Oracle Customer Care and Billing (CC&B) and other governmental bodies.
- Mobile workforce management: Developed tools to measure and enhance contractor performance through real-time data and analytics.
- IoT and ML for Water Pumps: Implemented IoT and ML technologies to predict and prevent water pump failures, ensuring continuous and reliable service.

Business Outcomes Delivered

Our solution yielded significant business outcomes for the client, enhancing efficiency and service quality.

The key results include:

- Improved customer response and service availability with a 60% reduction in response time and 24/7 services.
- Achieving operational efficiency by reducing the number of planned customer service centers by 50%.
- Significant cost reduction by saving 6% on water pump operating costs.
- Enhanced asset reliability by over 30%.