

New Customer Information System Coming Soon To NWC

Work continues apace on the implementation of a new customer information system (CIS) to enable improved service to customers and more efficient management decision-making at the National Water Commission.

The US\$7M CIS project is being implemented as part of modernizing the information technologies available to support customer service efficiencies.

According to Corporate Public Relations Manager Charles Buchanan, the National Water Commission has long recognized the need to improve the Customer Account System (CAS), computerized system that supported most of its customer service activities. But the high cost of an appropriate

replacement system frustrated plans for changing this system for many years.

CIS Project Manager, Mrs. Coleen Palmer-Wright, explains that the objective of the CIS Implementation Project is to “modernize the National Water Commission’s legacy Customer Information and Billing Systems processes, procedures, and requirements to provide a long-term automated solution that is user-friendly and powerful enough to meet the current and anticipated future needs of NWC.”

Among the goals of the project are to:

- Enhance Customer Service and Customer Satisfaction through easy access to more information and ability to

minimize the response time to inquiries

- Improve Cash flow, Work flows, Information Flows and Information Management through enhanced audit trails
- Support key performance indicators
- Allow for future growth and change
- Enhance decision making process
- Greater flexibility in responding to changes initiated by

external regulatory requirements and market conditions

- Enhanced compliance with O.U.R. and other regulatory standards and thereby avoid monetary penalties
- Increased user confidence in system reliability and accuracy
- Increased protection against fraud and revenue loss
- Increased computer support in the performance of routine clerical and processing functions

Project implementation began in January of 2008 year and it is expected that the system will be operational and ‘go live’ by June of this year.

Since project start-up, the multi-skilled project team has been working to complete the various elements of the project to deliver the benefits to the NWC and its customers on time, within budget and in keeping with all requirements and specifications.

