



TO: NEWS EDITORS

NATIONAL WATER COMMISSION INVESTS IN NEW CUSTOMER INFORMATION SYSTEM

The National Water Commission (NWC) recently finalised an agreement with Ventyx, the leading Service Delivery Management (SDM) solution provider to facilitate its delivery of constantly improving service to its valued customers island wide.

The Commission, working with a vision of being recognized among the best water service providers in the world, has recently placed even greater emphasis on improving customer service. As a result, it has increased the number of customer service centres and payment facilities island wide, modernized its commercial offices, conducted training for various employees in customer relations and implemented significantly enhanced information technology (IT). Among the steps taken to enhance its IT assets, the NWC chose to implement the industry-leading Customer Suite customer care and revenue cycle management software from Ventyx.

Ventyx will help the NWC meet its ever-higher standards of service by providing a single solution for managing all customer-interfacing processes; from simple inquiries, to marketing initiatives, to complex billing and billing investigations. The solution will link these critical business processes throughout the NWC's entire enterprise, giving all stakeholders -- including account management, cashiers, call centre, customer service, maintenance and operations -- visibility into customer needs, initiatives and activity. As a result, the comprehensive Customer Suite will help NWC personnel better understand their customers, be more responsive to them and analyze their behaviour and needs in order to do a better job of servicing them in the future.

“As we say at the Commission, ‘Water is life’, this slogan emphasizes the huge responsibility we have as the primary provider of quality water supply and wastewater services for 2.6 million Jamaicans”, said NWC President E. G. Hunter. “For an

organization such as ours, one could also say that customer service is life -- emphasizing our responsibility to also provide superior service if we are to be recognized as one of the best providers of water and wastewater services in the world.”

The NWC faces many challenges in delivering its services across rugged terrains, via an aging infrastructure, to a widely dispersed customer base. Despite these challenges, the NWC is required to meet strict standards of service involving responsiveness to customer requests, delivery of bills, promptness in meeting appointments and other criteria affecting customer satisfaction. Hunter added, “In order to not just meet but exceed our standards of service, we knew we needed best-of-breed technology designed specifically for the unique demands of our industry. In the Ventyx Customer Suite, we found the solution we needed to help us implement best practices across our enterprise and perform at the highest level each day.”

With its implementation of Customer Suite, the NWC joins a growing list of nearly 100 utilities who employ the solution to improve its customers experience.

“Ventyx is proud to count the National Water Commission among our growing client base,” said Ventyx President and CEO Greg Dukat. “Their decision to implement Customer Suite provides further proof that when organizations place critical importance on improving customer service, they will choose Ventyx. No other vendor can offer the depth and breadth of solution functionality, coupled with domain expertise in key industries like utilities, which Ventyx offers.”

NWC produces more than 90 percent of Jamaica's total potable water supply from a network of more than 160 underground wells, over 116 river sources (via water treatment plants) and 147 springs island wide.

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