



**TO: NEWS EDITORS**

**August 31, 2009**

## **NWC EMPLOYS TECHNOLOGY TO SERVE CUSTOMERS BETTER**

Customers doing business at any of the National Water Commission (NWC) Commercial Offices during this week (August 31 – September 4, 2009) will begin to see the results of its new Customer Information System (CIS) designed to serve customers better and provide a more efficient Information Technology base for the NWC's business operations.

NWC, as part of its drive to improve customer service and business efficiencies, is this week completing the implementation of the industry-leading Customer Suite customer care and revenue cycle management software from Ventyx to replace a now outdated and inadequate Customer Accounting System it had installed in 1992.

The new Customer Suite software, and the hardware supporting it, 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 and more speedily analyze and respond to customer needs.

NWC President Mr. E. G. Hunter in outlining the need for the new US\$7.5M technology investment said that, "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 the water and sewerage sector in Jamaica. In the Customer Suite programmes, we found the solution we needed to help us implement best practices across our enterprise and perform at the highest level each day."

The new Customer Information System (CIS) goes live during the first week of September and will serve as the core information technology support application for key areas of NWC's operations going forward. The US\$7M project was already necessitated by the fact that CAS is now outdated and no longer technically supported by its original providers.

Some of the benefits to be realized from implementation of the new CIS include:-

- Provision of a modern, stable and reliable IT system to reduce the risk of failure to bill and consequential cash-flow and other financial setbacks;
- Provision of more in-depth user and usage information, that provides opportunity for more effective and focused management decisions;
- Improvement in data access by NWC Service Representatives which helps in resolving customer related issues faster;
- Opportunity for improving the timeliness of billing
- Account History now linked to the Customer
- Better Bad Debt Control (Tenant / Landlord)

The new CIS also provides the NWC with the opportunity to offer customers the option to view their account information online at some time in the future.

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