RWE npower

Rationalizing the billing environment and increasing responsiveness to customers

CUSTOMER CHALLENGE

- Cut the cost and complexity of maintaining multiple billing systems
- Provide easy access to important historical information, including meter readings, customer history and correspondence

KEY BENEFITS

- Significantly lower systems maintenance overheads
- Greater responsiveness to customer service requests through improved access to data
- A more efficient billing infrastructure
- Compliance with industry data retention requirements

"Macro 4 has given us an incredibly simple, flexible way of addressing the legacy data challenge. It has helped us rationalize our billing environment, free up manpower from maintaining legacy systems and give customers a more responsive service."

Trevor Abbott
Senior Support Analyst, npower

npower, one of the UK's largest energy suppliers, has used Macro 4's application decommissioning solution to maintain the availability of key legacy billing data from five million customers. The information was originally located on disparate systems, at several different sites, as a result of previous mergers and acquisitions.

"We were operating four core billing systems, as well as around twelve smaller systems. Maintaining the separate systems demanded significant IT and administrative effort," explained Trevor Abbott, Senior Support Analyst at npower.

The systems contained a wealth of useful information in addition to billing data – including meter readings, customer histories, correspondence and customer service notes. The data is essential for customer relationship management and the company is legally obliged to retain it.

"We knew that decommissioning these systems and consolidating the billing infrastructure would increase efficiency and help us to deliver a consistently high standard of service to all of our customers. One of the challenges of consolidation was finding a simple way to retain the information held on our original systems and keep it easily accessible," added Abbott.

Macro 4's solution met npower's requirements in terms of being easy to implement, yet able to cope with the individual data formats produced by the different systems.

Once extracted, data was compressed, enabling billions of records to be stored cost effectively on a single server. The information can now be accessed quickly over npower's network, within any number of business applications.

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Why Macro 4?

Macro 4 has been successfully implementing application decommissioning solutions for over fifteen years. We work with organizations in all major market sectors, including financial services, utilities, manufacturing, retail and the public sector.

Our customer engagements are diverse, ranging from small-scale projects to decommission a single application, right through to major implementations involving several hundred systems, located on multiple hardware and software platforms.

All of our projects have been delivered on time and on budget, frequently achieving seven figure cost savings. Our professional services team provides expert guidance throughout, to ensure that every decommissioning project runs smoothly and meets the customer's business objectives.

Macro 4 software solutions are available for outright ownership, as hosted applications and as software as a service (SaaS).

For more information on Macro 4's application decommissioning solutions please visit www.macro4.com/decommissioning.