

## WATTHOUR METER

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SUPERIOR OUTCOMES DRIVEN BY SMARTER, INTEGRATED BUSINESS PROCESSES 12:00 am 100%

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# WINDS OF CHANGE BLOWING THROUGH THE Utilities industry: Emergence of Meter-to-cash as a key value driver

The utilities industry finds itself at a crossroads in a disruptive business landscape. Achieving sustainable value in a market driven by heightened customer expectations, stringent government regulations, stiff competition and technological upheavals is proving to be a formidable challenge.

Even as companies adapt to these game-changing shifts, they are facing massive implications in the form of:

- High cost-to-serve
- Increasing capital expenditure
- Poor customer satisfaction
- Low return to shareholders
- Stagnant, decreasing revenue driving many utilities towards liquidation

With the pace of external change being what it is, enterprises are being compelled to look inwards as they strive for transformative value.

Meter-to-Cash (M2C), with its expansive ambit – customer sales, revenue generation, customer interaction, data management and technology adoption – represents a golden opportunity for utilities to unlock pervasive business value.

However, M2C has traditionally been looked at through the IT systems prism (from a functional point of view) and not so much from a holistic business perspective. This has meant that utilities have not been able to realize the benefits that an optimized, unified and digitally enabled M2C process can deliver.



#### DISADVANTAGES OF THE CURRENT STATE OF METER-TO-CASH OPERATIONS

Customer experience is not prioritized

Business silos resulting in lack of unified visibility and high operational expenditure

Alignment to business outcomes is limited, with no customer view

Costs for innovation and transformation are significantly higher

# THE WNS DIGITAL METER-TO-CASH Solution: Co-creating delightful END-customer experience while Accelerating business outcomes

The WNS Digital M2C solution re-invents, integrates and optimizes the end-to-end process, placing the customer at the center of technology- and analytics-infused operations.

WNS' Digital M2C is a holistic solution precision-engineered to plug gaps and drive transformative gains through:

**Intelligent Automation:** Bringing the power of robotic process automation to back-office processes.

Digital Shift: Leveraging next-gen artificial

intelligence and chatbots to re-define customer interactions.

Business Process Re-design: Driving agility and customer centricity in business processes through best-in-class methodologies and frameworks.

**Data Analytics:** Forming the backbone of insights-driven decision-making.



Through its comprehensive Digital M2C solution for utilities, WNS **negates the need for large IT overhauls** and ensures:





Improvement in customer experience

Elimination of gaps and leakages



Boost in operational performance



Reduction in cost-to-serve Potential reduction of ~50-70 percent in operational expenditure within three years



Visibility across business and customer journey

# THE WNS ADVANTAGE

#### DOMAIN KNOWLEDGE

- Collaborating with leading utilities for well over a decade to deliver transformative solutions spanning the entire spectrum of operations
- Engaging 4000 industry experts who support more than 50 million transactions per annum across multiple channels
- Supporting more than 35 million residential and commercial customers
- Driving innovative engagement models underpinned by business outcomes

#### EXPERTISE IN TECHNOLOGY AND ANALYTICS

- Innovation-led business process management, driven by technology, analytics and intelligent automation capabilities
- Deep analytics expertise in generating customer insights and enhancing customer experience
- Robotics & Digital Automation TRAC<sup>TM</sup>: Rich portfolio of automation solutions to address specific needs in a digitally disruptive world
- Simplified tech solutions to provide non-intrusive, high-yield solutions

#### LED BY CO-CREATION AND CLIENT-FIRST CULTURE

#### PROVEN PERFORMER

- Named "Leader" in 2019 NelsonHall NEAT Vendor Evaluation (for CX Services in Energy & Utilities in the Overall Market Segment)
- Named in "Winner's Circle" in Utility Operations in HfS' 2018 Industry Blueprint Report
- WNS' ability to drive exciting business innovations and outcomes for its clients is underpinned by a pervasive spirit of co-creation and client centricity

# DELIVERING BEST-IN-CLASS BUSINESS OUTCOMES FOR LEADING UTILITIES

WNS enables end-to-end business optimization, driving value from integration to deliver best-in-class business outcomes. Benefits delivered to global utilities include:

## **USD 149 MILLION**

COST SAVING THROUGH TRANSFORMATION INITIATIVES

## **USD 8 MILLION**

DEBT RECOVERED WITHIN THREE QUARTERS POST GO-LIVE

### **USD 12 MILLION**

SAVINGS USING ANALYTICS AND PROCESS RE-DESIGN LEVERS

**75 PERCENT** REDUCTION IN CUSTOMER COMPLAINTS

## **400 PERCENT**

INCREASE IN CROSS SALES RESULTING IN **USD 5 MILLION** REVENUE INCREASE / YEAR

**40 PERCENT** REDUCTION IN OPERATIONAL COSTS YOY

**25 PERCENT** REDUCTION IN TOTAL COST - FROM FTE TO TRANSACTION-BASED MODEL

**20+** POINT IMPROVEMENT IN NPS IN SIX MONTHS POST GO-LIVE

Co-create to Outperform™

#### About WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. We combine our deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 350 clients across various industries. The industries include banking and financial services, consulting and professional services, healthcare, insurance, manufacturing, media and entertainment, retail and consumer packaged goods, telecommunications and diversified businesses, shipping and logistics, travel and leisure, and utilities and energy. We deliver an entire spectrum of BPM solutions including industry-specific offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. We have delivery centers worldwide including in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom and the United States.

To know more, write to us at marketing@wns.com or visit us at www.wns.com

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