

BUSINESS INTELLIGENCE FOR CUSTOMER SUITE

EXAMINE. UNDERSTAND. IMPROVE.

Business Intelligence for Customer Suite harnesses the power of your customer information data to measure real performance, increase visibility into operational trends, and uncover areas for improvement.

Using Business Intelligence for Customer Suite to analyze data helps your organization to become more efficient, more profitable, more reliable and provide better customer satisfaction.

CHALLENGE

When it comes to customer management, unexamined business operations can cause you to steer your organization blindly. Continuous improvement is the crux of your organization's ability to remain competitive. Yet even the most extensive collection of data cannot help you understand your operational threats and opportunities—unless you have the right tools to transform that data into meaningful, actionable information.

SOLUTION

Business Intelligence for Customer Suite is a suite of products that provide critical visibility and insight into operational status, both at the tactical, day-to-day level and at the strategic trend-spotting level. Business Intelligence for Customer Suite can optimize call center operations by identifying why your customers are calling, how often, and whether or not their inquiries are being resolved. Billing operations can be improved by monitoring expected results from your nightly processes and highlighting your receivable and bad debt amounts. Your service operations and

associated customer satisfaction can be elevated by identifying the service requests your customers are making and whether or not they are completed as promised.

With performance analysis capabilities, you can identify potential unexpected problems, such as a growing backlog of service requests or an increased number of unresolved customer calls, and make necessary adjustments before the business is hit with performance setbacks.

Business Intelligence for Customer Suite is comprised of a Knowledge Warehouse and RPM, an intuitive, web-based interface. The integrated components leverage Customer Suite's Operational Database to provide a comprehensive, consistent view of your data, addressing daily operational tactics and providing in-depth reviews of past performance to assist with strategic analysis and planning. Customer Suite's operational data is pulled into the Knowledge Warehouse, forming the basis for measurement analytics and the presentation of key performance indicators (KPIs) via RPM.

BENEFITS

Improve Decision-Making

- Uncover real drivers of your operations' performance
- Customize business indicators and reports to extract your organization's unique business-critical information
- Filter information to focus on your current requirements (e.g. increase number of calls handled per CSR, reduce amount of bad debt, increase on-time performance of service)
- Be confident everyone is working with current, consistent data to guide informed decision-making
- Provide enterprise-wide visibility into operational trends, increasing the accuracy of forecasts and plans

Decrease Costs

- Leverage KPIs to improve performance and reduce operational costs
- Lower deployment, training, and maintenance costs per user with the browser-based system

Improve Call Center Performance

- Reduce call times and increase the number of calls handled per CSR
- Provide visibility into the reason customers are calling
- Measure the volume each CSR is handling

Enhance Customer Satisfaction

- Operate your workforces at optimum efficiency
- Address planned and unplanned service requests without missing a beat
- Have real-time visibility into the volume of service requests, trends in the service request backlog, and your record for satisfying customer commitments

Streamline Billing Operations

- Minimize the time and effort to invoice customers, address delinquent accounts, and reduce bad debt
- Increase visibility into the billing process results, the aging of accounts receivable, and the accounts that are delinquent

FEATURES

The Knowledge Warehouse is a datamart consisting of a pre-defined set of tables refreshed from the Operational Database via the Extract, Transform, and Load (ETL) process.

- Enables on-demand reporting and access to useful information – not just raw data (e.g. number and type of calls per CSR per day)
- Vendor-neutral reporting implementation
- Pre-defined tables and views that allow business users to extract information from the Knowledge Warehouse
- Available independently from the RPM user interface

RPM is a user-friendly performance measurement tool that enables users to easily create and distribute reports and graphs via a single source reporting environment.

- Pre-defined Universes built upon business processes make it easier for end-users to write reports, create metrics, generate KPIs, and analyze the end results
- Ability to map data against predetermined and internally defined KPIs
- Sophisticated reporting capabilities that enable comparison and contrast of customer contacts, receivables, and service requests

- Detailed performance reports and multidimensional analysis of call center, billing, and service operations
- Web portal enabling distribution of reports throughout the enterprise

RPM and the Knowledge Warehouse for Customer Suite are delivered using best-of-class business intelligence technologies from Business Objects and Informatica. The business intelligence products are fully integrated with Customer Suite and delivered in an easy, out-of-the-box package that can be tailored to your specific needs.

- Contains a comprehensive library of pre-packaged goals, strategy maps, metrics, dashboards and reports to help you begin to address your business performance objectives quickly
- Provides drag-and-drop functionality and a flexible rules engine to easily create your own business views based on individual roles and responsibilities
- Enables a full collection of visual analysis techniques, such as graphs, speedometers, traffic lights, and more, to help you analyze current business activities or anomalies at a glance
- Allows application of information to Balanced Scorecard, Six Sigma, Total Quality Management, or other custom methodologies

PERFORMANCE PROVEN

Ventyx is the leading provider of best-of-breed software solutions which enable energy, utilities, telecommunications, broadband and other commercial field service organizations to optimize the management of their customers, workforce, spare parts inventory, equipment, tools and documentation—empowering organizations to maximize efficiencies in their customer relationships, facilities, workforce and field service operations. With offices in North America, Europe, the Middle East and Asia-Pacific, Ventyx has more than 900 clients in select asset-intensive service-based industries.