

Electric Utility Powered by Avotus ICM Hosted

Avotus Advantages

Automated tasks and provided customized reports

Reallocated and maximized use of existing hardware reaping \$100,000 in savings

This customer is one of the largest electric utilities in the Southwest United States, providing power for 11 million customers in 427 communities. Delivering that power takes 16 utility interconnections, and over 12,000 employees.

Business Issues

With almost 80 Siemens PBX locations and more than 29,000 phone extensions, the utility relied upon a labor-intensive, paper-based telecom expense management process. The utility was seeking a more hands-off solution that would allow them manage their telecommunications infrastructure without a large capital investment in new software, hardware or training. Avotus Intelligent Communications Management™.

Solution

Utilizing buffer boxes on each Siemens PBX, Avotus extracts and then provides data for the utilities telecom administrators. Employees access their secure, customized Web site by entering an ID and password. Upon verification, the employee has a real-time view of their call records and can generate reports on an as-needed basis. Each level of management has his own password and sees only the data he is required to see.

The overwhelming success of Avotus ICM Hosted ASP led the company to commission the development of a customized solution – a cellular billing platform – which allows employees to track all their cellular calls, both business and personal. All personal calls can now be easily tracked, totaled and submitted for billing completely online.

Results

Cost control is more important than ever at this electric utility. Avotus ICM Hosted ASP has helped the company realize numerous benefits, including ease of use, reporting flexibility and considerable savings in time and cost.

The manager for the company's Telecom Client Services, is impressed with the Avotus ICM hosted ASP solution. "Previously, a stack of paper-based reports were generated by a third party and delivered monthly to managers of the various business units. The managers seldom had time to review the reports. Now, the system is entirely online and is a lot more visible."

The company directory is also provided online and can be quickly updated by administrative staff. Exchange information can be added for new staff and changed for current staff. All changes to the corporate directory are reflected in the allocation reports. The business unit managers have current and accurate information right at their fingertips.

And, the environment is paperless. There are no box loads of paper call detail reports to examine. In the past, users had to tally their personal calls and return the report for billing. The Avotus solution allows users to easily tally and submit personal calls entirely online.

