

About TCS' Business Process Services Unit

Enterprises are looking to drive sustainable growth and profitability, and stay relevant to their customers in increasingly regulated, competitive, and global markets. TCS fosters proactive and strategic partnerships with its clients to achieve these goals.

Our ValueBPS™ approach helps enterprises achieve significant and sustained business outcomes by leveraging our deep domain expertise and operations redesign methodologies such as FORE™. Our approach also encompasses robotic process automation (RPA), analytics and insights, our unique IT-BPS synergy, Business Process as a Service (BPaaS) models, and business process management (BPM).

TCS' Business Process Services include core industry-specific processes, analytics and insights, as well as enterprise services such as finance and accounting, HR, and supply chain management. Our cross-industry solutions ensure faster realization of business value. TCS has consistently been recognized as the leader in various service lines by leading analyst firms.

Contact

For more information about TCS' Business Process Services Unit, visit: www.tcs.com/bps
(<http://www.tcs.com/bps>)

Email: bps.connect@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

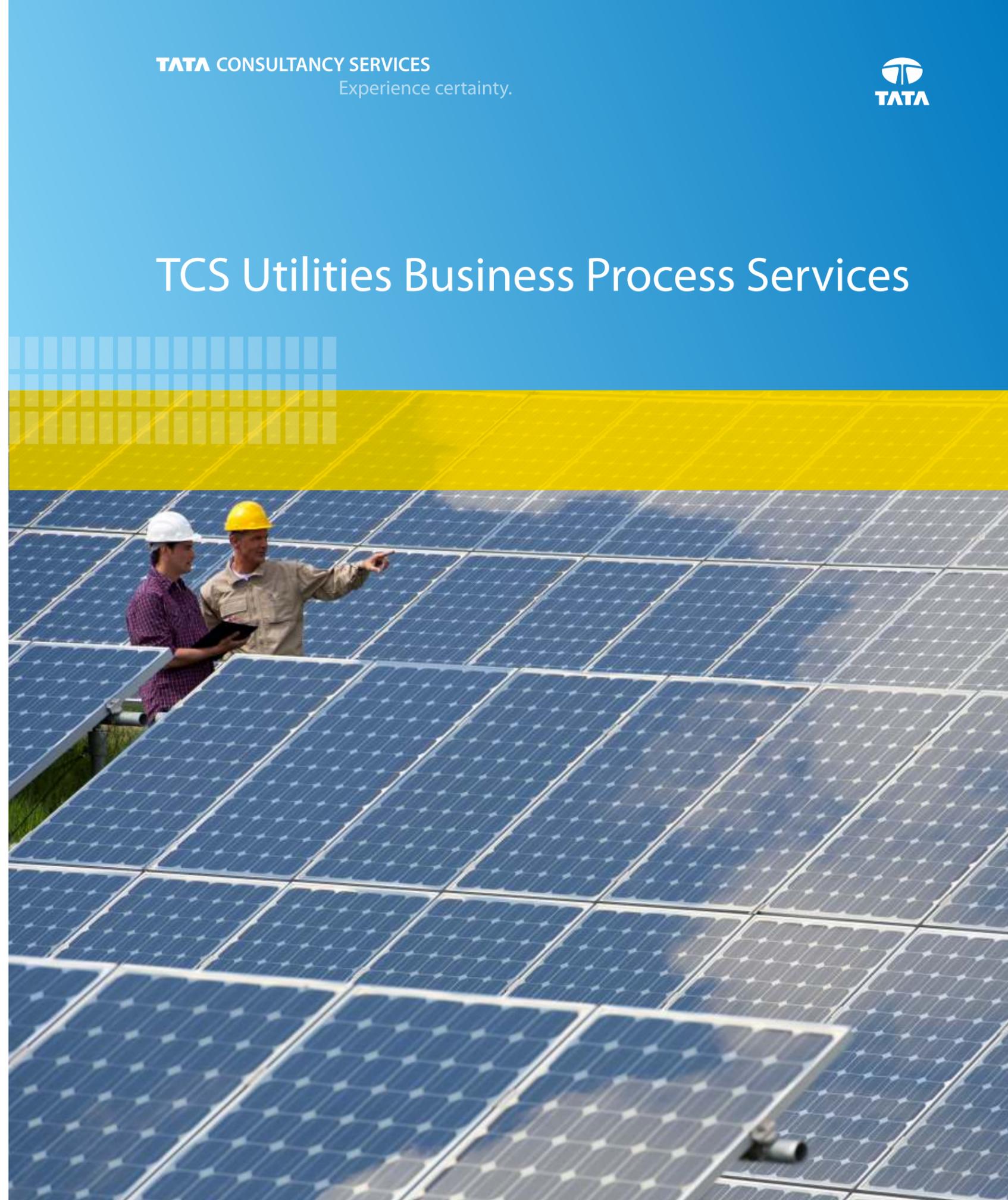
For more information, visit us at www.tcs.com

IT Services
Business Solutions
Consulting

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TCS Utilities Business Process Services



Over the last few years, amidst an environment of financial uncertainty, utilities service providers are facing reduced profitability and increased costs with rapidly evolving regulatory landscapes. A need for consumer-centric processes is leading enterprises to implement new business models and strategies for enhanced overall efficiency.

To address your needs, Tata Consultancy Services (TCS) offers you our Utilities Business Process Services, which deliver effective outsourcing for front and back-office functions. Our offering emphasizes functional – rather than discrete – services with a focus on delivering business impacts. Consequently, you can address immediate needs and also plan for growth, while balancing regulatory requirements and meeting environmental obligations.

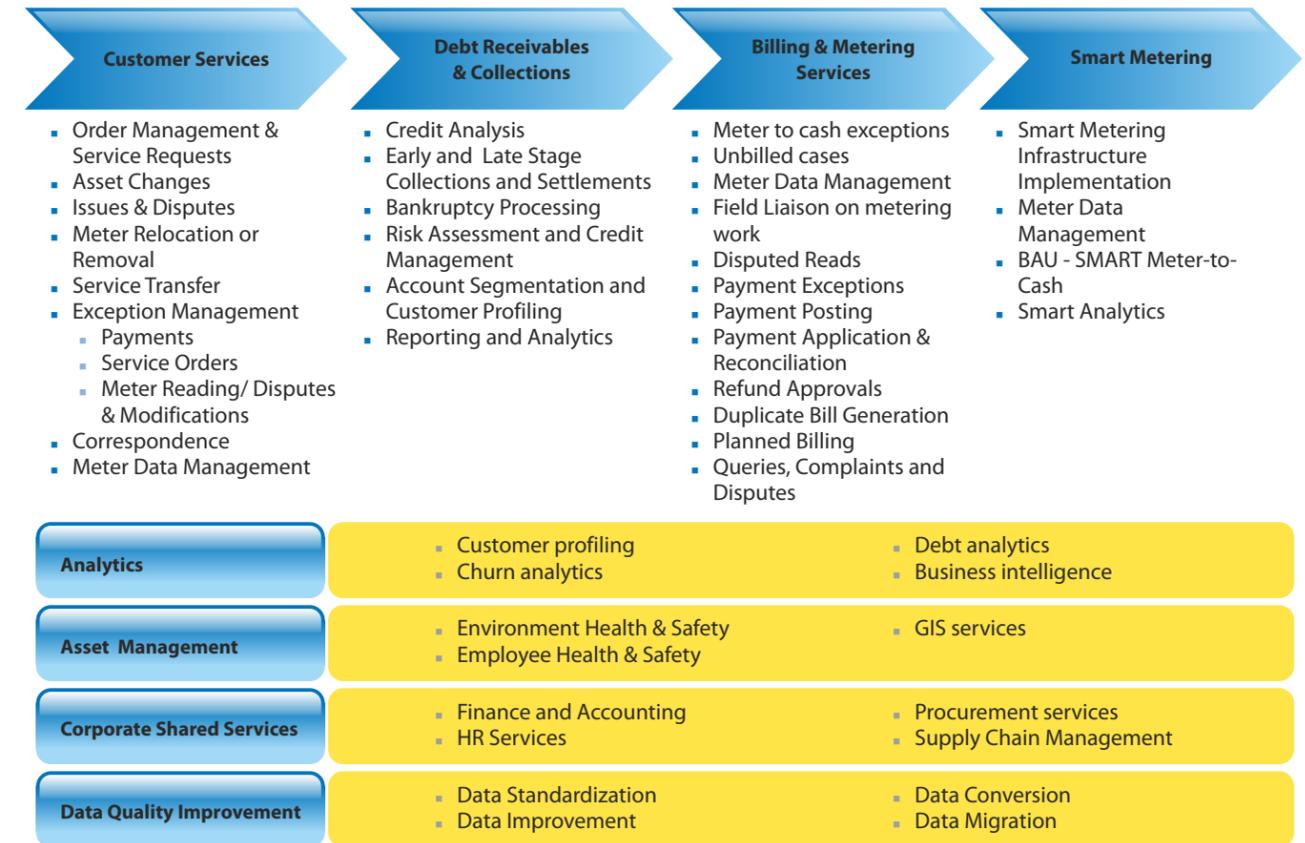
Overview

Utilities service providers face enormous challenges in sustaining and improving efficiency and profitability. Rapid increase in number of defaulters is leading to accumulation of bad debts. Additionally, deregulation has led to an increase in competitiveness, which in turn is significantly affecting the way utility providers function. Utilities need to focus on improving consumer experience. This helps you meet expectations, while enhancing your reputation and revenues. Sustainability and green initiatives has also played a part in affecting major utilities operations.

Our Utilities Business Process Services address your needs seamlessly, by leveraging best in class and standardized processes to improve operational performance. We help you deal with operational parameters like time to serve, cost to serve and customer satisfaction. We use our analytics capability to help you improve your cash flow and receivables performance through proven operating models.

Leveraging TCS' Utilities Business Process Services, you could see as much as a 50% reduction in billing backlogs, a 20% reduction in unbilled revenues, and an 80% reduction in transaction time. Some of the prominent features of our offering are:

- **Meter-to-cash** services such as:
 - Customer Service: Customer lifecycle management comprising contract management, query & issue resolution and dispute handling across various media such as web, voice, email, IVR, and text messaging
 - Billing and payments: Full spectrum of billing services including invoicing, exception processing, payments processing, analysis, reconciliation and print & dispatch
 - Debt collection: Front line collections, debt management, and support specialized services
- **Asset Management** services such as:
 - Analytics: Asset lifecycle management for maintenance, loss prevention and optimized usage and performance
 - Health and safety: Work environment monitoring, incident logging and adherence to regulatory norms
 - GIS services: Geophysical mapping assistance through land base creation and accurate information for better asset utilization
 - Remote leakage management: Identification of leakages and disruptions, better-scheduled maintenance & repairs and loss prevention



A diagrammatic representation of TCS' Utilities Business Process Services

The TCS Advantage

TCS' extensive understanding of the utilities sector makes us the ideal partner for your needs. We have over 2000+ personnel servicing multiple utilities across leading utility organizations. Most importantly, our network ensures that we deliver high quality, affordable services across the globe. We add value to the engagement through:

- **Value BPS™**. Our ValueBPS™ approach helps enterprises achieve significant and sustained business outcomes by leveraging our deep domain expertise and operations redesign methodologies such as FORE™. Our approach also encompasses robotic process automation (RPA), analytics and insights, our unique IT-BPS synergy, Business Process as a Service (BPaaS) models, and business process management (BPM).
- **Industry domain expertise**. We have served more than 12 large utility clients in our business process services space, and our Utilities practice has served over 40 clients worldwide.
- **Delivery excellence**. We offer our Utility Business Process Services with multiple delivery options from Budapest, Kolkata and Philippines leveraging our Global Network Delivery Model (GNDM™). We process over 3 million transactions in meter-to-cash operations alone, while complying with regulatory norms and while adhering to stringent SLA requirements.

Experience Certainty

Our analytics and services impact your operations across your lifecycle. For example:

- We collaborate with you to develop a forecast model to predict future debt, provisioning for bad debt scenarios at minimized default rates. This enables you to better predict cash flows and receivables and helps design a distinct tariff policy for a particular customer segment.
- We help you predict and make tactical decision regarding maintenance requirements and usage patterns of various equipments, thereby ensuring better asset management and planning, business continuity and saving cost through optimal usage.

We also assure the following:

- Reduced billing backlog by up to 50% and unbilled revenues as a part of clearing SAP exceptions by 20%
- Reduced revenue leakage by up to 3% through our revenue assurance services
- Reduced transaction time by 80% through process automation
- Improved customer satisfaction, by delivering greater than 98% accuracy as against a target of 93%