

**EDCO Redefines  
Customer  
Experience with  
a Modernized  
Billing and  
Customer Care  
System by  
Intrasoft**



## Introduction

**Empowering Exceptional Service:** Electricity Distribution Company (EDCO), a pivotal player in Jordan's energy sector, collaborated with Intrasoft to revolutionize its customer experience. By deploying an advanced Billing and Customer Care System, EDCO achieved operational excellence, enhanced customer satisfaction, and positioned itself for future innovation.

As a key utility provider in Jordan, EDCO is responsible for distributing electricity to residential, commercial, and industrial sectors across its operational regions. Known for its reliability and commitment to excellence, EDCO serves a growing customer base while navigating a complex regulatory landscape. The company's ambition to deliver superior service and embrace technological advancements made it an ideal candidate for a transformative digital journey.

# Challenges

Although EDCO maintained a strong market presence and a solid reputation, the organization encountered significant and multifaceted operational challenges that demanded resilience and strategic adaptability.

## Fragmented Systems

Disconnected platforms for billing and customer care led to inefficiencies, redundant tasks, and data silos

## Manual Billing Operations

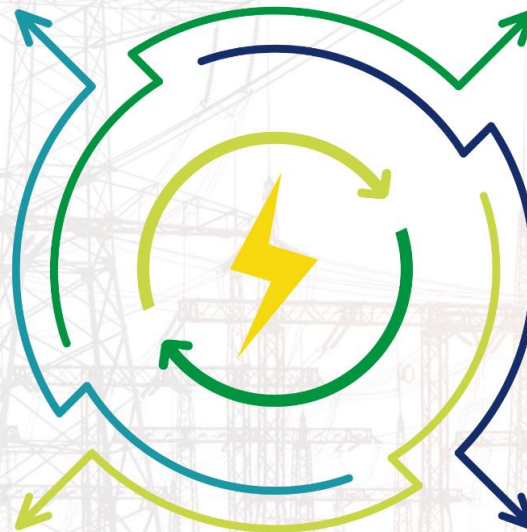
Dependency on manual workflows resulted in billing errors, delayed invoicing, and inefficient payment cycles

## Customer Engagement Gaps

Limited tools for managing customer inquiries and complaints hindered responsiveness and satisfaction

## Scalability Issues

Legacy systems were ill-equipped to accommodate growing demands and future initiatives such as smart meter integration



# The Solution

Intrasoft deployed a cutting-edge Billing and Customer Care System powered by SAP for Utilities. This robust solution is designed to streamline operations, enhance customer engagement, and ensure future readiness

Automated end-to-end billing processes, including meter reading, tariff management, invoicing, and collections.

Unified platforms for managing customer inquiries, complaints, and service requests.

**Integrated  
Billing &  
Customer  
Care**

**Enhanced  
Customer  
Experience**

Multi-channel customer interaction capabilities, including web, mobile, and call center integration.

Real-time dashboards for proactive issue resolution and better customer relationship management.

A flexible system architecture designed to integrate with advanced technologies like smart metering and customer self-service portals.

**Scalable &  
Future-Ready  
Infrastructure**

**Regulatory &  
Compliance  
Excellence**

Built-in tools for compliance with local regulations, coupled with advanced reporting for audits and performance monitoring.



# The Results

The implementation delivered measurable outcomes, transforming EDCO's operations and customer experience

## Operational Efficiency Gains

- Reduced billing cycle time by 30%, enabling faster invoice delivery.
- Automated workflows eliminated manual errors, achieving a 99% billing accuracy rate.

## Enhanced Customer Satisfaction

- Faster response times reduced service request backlogs and improved complaint resolution rates by 25%.
- Multi-channel engagement options increased customer accessibility and convenience.

## Strategic Decision-Making

- Real-time insights into billing and customer data enabled better forecasting and resource allocation.
- Role-based dashboards empowered executives with actionable insights.

## Future-Proof Operations

- A scalable platform ready to accommodate smart meter integration and evolving customer demands.

# Key Metrics Achieved

1

**Billing Accuracy:** Achieved 99% accuracy in billing operations.

2

**Complaint Resolution:** Reduced customer complaints related to billing by 25%.

3

**Efficiency Boost:** Shortened billing cycles by 30%, improving cash flow.

4

**Customer Response Time:** Resolved customer inquiries 40% faster.