

The background of the slide is a composite image. On the left, there is a large, dark silhouette of a high-voltage electricity pylon. To its right, a city skyline is visible at night, with numerous lights from buildings and streets. Overlaid on this scene is a network of glowing blue lines and dots, representing a digital or data network. The lines connect various points, some of which are highlighted with larger, brighter blue circles. The overall color scheme is dominated by dark blues, blacks, and the warm yellows and oranges of the city lights.

A POWER DISTRIBUTION MAJOR WORKS WITH SIFY ON AN OUTCOME-BASED PAY PER BILL MODEL

A major undertaking for Power distribution centralized its regionally spread small billing systems with Sify's end-to-end services covering Cloud, DC, DR, Network, Security, on an outcome-based pay per bill model.

A Major Power distribution company transforms its customer billing solution

Transformation Goal: Provide a **Cloud-based Billing Solution** for Metering, Billing and Collection Services for over 10 million consumers



Objectives

- **Simplifying bill creation** by creating cloud-based billing solutions
- Improve operational efficiency and customer satisfaction
- Improvement in the revenue
- To **reduce the dependencies** on small billing systems



Why Sify was chosen

- Provided **charge per bill/transaction-basis** billing system
- **Sify's connectivity presence** at their locations/multiple Billing Counters
- Good experience with Sify's other services
- **DC and DR at different seismic zones** to host billing infra



Sify's Value Additions

- Design and manage private cloud with HA and DR to host centralized billing system
- Built Backup and DR platform in **compliance to regulatory policies** applicable for Electricity Billing data
- MPLS Connectivity at their locations/multiple Billing Counters
- **End-to-end scope** covering network, security, infrastructure (compute, storage), backup & disaster recovery

Built, Migrated, Transformed and Ran Billing System for 5 Years with defined SLA



Before Transformation

- Regionally spread small billing systems
- Billing efficiency varying from 20% to 90%
- Manual cash collection procedures
- Unbilled consumer and poor bill collection



After Transformation

- Centralized billing system using NGIT framework
- Per consumer per month billing model implemented
- Reduction in Meter to Cash cycle time, reduction in outstanding dues and increased cash flow
- Higher scalability and efficiency achieved
- Data Migration of all the non-RAPDRP consumers into Central Database



Customer Success Benefits

- **Huge cost savings** over 5 years with no CAPEX or infra liabilities
- **Visibility** within organization through robust IT enabled centralized billing system
- Improvement in revenue and reduction in AT&C loss
- **Accurate consumer information** on usage and payment trends and patterns
- Improved operation efficiency and customer satisfaction