


CASE STUDY

Albuquerque Bernalillo County Water Authority

“THE DOC1 SOLUTION FROM PITNEY BOWES BUSINESS INSIGHT IS MUCH MORE INTUITIVE AND EASY TO USE.”

Chris Framel, Information Technology Manager, Water Utility Authority
Albuquerque Bernalillo County



DOC1® SOFTWARE PROVIDES QUICK AND EASY DOCUMENT DESIGN AND GENERATION SOLUTION FOR ALBUQUERQUE BERNALILLO COUNTY WATER AUTHORITY.

Challenge

Albuquerque Bernalillo County Water Authority wanted to ensure that its bills were meeting the needs of rate payers, which meant including easy-to-read water usage graphs.

Solution

The organization implemented Pitney Bowes Business Insight's DOC1® Series 5 for generating customized, high-quality customer documents in a high-volume environment.

SUMMARY

The Albuquerque Bernalillo County Water Utility Authority is a joint agency of the City of Albuquerque and the County of Bernalillo that administers the water and wastewater utility for all of Albuquerque and Bernalillo County.

Michael Cadigan, who serves on the Water Utility Authority Board, said the organization needed to include an easy-to-read graph on water bills, allowing customers to track water usage and compare it to residential averages.

“Our customers really missed the graph when we changed our billing software in 2005,” said Cadigan. “I received a lot of feedback on the issue, and I wanted to make sure that our bill was meeting the needs of our rate payers.”

The organization selected the Pitney Bowes Business Insight DOC1® Series 5 solution for quick and easy design and generation of its billing statements, letters and work order notices.

RESULT

Chris Framel, Information Technology Manager for the Water Utility Authority, said the new software has been a welcome addition. “The DOC1 solution from Pitney Bowes Business Insight is much more intuitive and easy to use,” he said. “It allows us to easily modify document templates and generate more effective customer communications.”

“The ability to quickly and easily design and generate customized, high-quality customer documents in a high-volume environment is critical for almost any business with a large customer base,” said Christopher Baker of Pitney Bowes Business Insight. “The Albuquerque Bernalillo County Water Utility Authority joins a growing list of utility, telecommunications, and other enterprises that are choosing Pitney Bowes Business Insight's CCM solutions to reduce costs and maximize the effectiveness of their customer communications.”

Pitney Bowes Business Insight's Customer Communication Management (CCM) technology was implemented as part of a larger Oracle® Utilities Customer Care and Billing solution, provided by Oracle—a member of Pitney Bowes Business Insight's G-Force™ Alliance Program. Pitney Bowes Business Insight is also a member of the Oracle PartnerNetwork.

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Christopher Baker, Pitney Bowes Business Insight

Oracle Partner Network

Oracle PartnerNetwork is a global business network of more than 19,500 companies who deliver innovative software solutions based on Oracle software. Through access to Oracle’s premier products, education, technical services, marketing and sales support, the Oracle PartnerNetwork program provides partners with the resources they need to be successful in today’s global economy. Oracle partners are able to offer to their customers, leading-edge solutions backed by Oracle’s position as the world’s largest enterprise software company.

The G-Force Alliance

Pitney Bowes Business Insight’s G-Force Alliance Program is a business-building marketing initiative for strategic partners that add value to Pitney Bowes Business Insight’s CCM solutions. As the industry leader in CCM, Pitney Bowes Business Insight attracts the world’s leading software and service companies as partners. Pitney Bowes Business Insight’s global G-Force partners include Accenture, Claritas, CNSI, IBM, Mavent, Microsoft, Oracle, SAP, Taxware, and Xerox, among others.

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THE PITNEY BOWES BUSINESS INSIGHT ADVANTAGE

Pitney Bowes Business Insights enhances the ability to quickly and easily design and generate customized, high-quality customer documents in a high-volume environment. Utilizing DOC 1 allows you to easily modify document templates and generate more effective customer communications.

