

LOWERED COSTS

DOC 1 Software enabled GCWW to reduce their paper costs significantly. According to Mr. Menkhaus, "For multiple page bills, we can now print on the front and back of the second and ensuing pages. We also have different bill formats for different customers. For instance, an industrial plant will have several water meters and we can now send them one consolidated bill that shows each meter's usage.

They have also seen postage savings. Mr. Menkhaus explains, "It used to be that all people all over the building were mail merging documents in large quantities. Within DOC1, we created 40-50 letter templates that agents can access. These are batched at night and sent to our print and mail facility."

"We're saving 1.5 cents a piece – which is tremendous when you consider that we process 1.5 million pieces annually."

*– Mark Menkhaus, Assistant Superintendent,
Commercial Services Division*

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ABOUT GROUP 1 SOFTWARE, a wholly-owned subsidiary of Pitney Bowes, is a leading provider of solutions that help over 3,000 organizations worldwide maximize the value of their customer and other data. Group 1 provides industry-leading technologies that allow businesses to cleanse and enrich their corporate data, generate personalized customer communications and integrate and deliver data across the enterprise. These technologies are essential components of enterprise applications including customer relationship management (CRM), enterprise resource planning (ERP) and business intelligence systems. Group 1 offers solutions utilized by leaders in the financial services, banking, GIS/mapping, retail, telecommunications, utilities, insurance and other industries, including such recognized names as Entergy, GEICO, L.L. Bean, MapQuest, QVC, Siemens, Wal-Mart and Wells Fargo.

OUTSOURCING OPTIONS:

Utilizing DOC1 Software, GCWW can now outsource their print and mail operations. "We were doing our printing and insertion in-house but we didn't have redundancy in either equipment or operators. Now we give the DOC1-generated print file to a print and mail service bureau." says Mr. Vonder Meulan. "This is important as it enables us to provide billing and customer service to other utilities. Now we do the water and sewer billing for Butler County Department of Environmental Services. We produce a custom bill for Butler County, consolidate their bills with ours to maximize postage savings and enable their customer service agents to view bills online as ours do. We could never have offered this service before because we could not have guarantee reliability. Now we can take on other customers with confidence," continued Mr. Vonder Meulan.

ARCHIVING AND THE NEXT STEP: ELECTRONIC BILL PRESENTMENT AND PAYMENT

DOC1 Archive has further enhanced customer service while increasing employee satisfaction as well. In the past, the 40 customer service agents could not see a customer's bill unless they printed it out and fetched it from one of the two printers in the building that could facilitate the pre-printed form – requiring more time and money to resolve customer issues.

The DOC1 Archive solution enables every agent to view an exact copy of the bill while the customer is on the phone. GCWW reports that as a result, customer satisfaction improved as did productivity – as expected. Wholly unexpected was the lift in employee satisfaction as this capability enabled them to perform their jobs better.

To further service the needs of their customers, GCWW is planning on developing an electronic Bill Presentment and Payment (EBPP) strategy. Leveraging the DOC1 Archive repository, GCWW expects this execution to move flawlessly.



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