

CASE STUDY

City of Phoenix

“PITNEY BOWES BUSINESS INSIGHT’S CCM SOLUTIONS ENABLE UTILITIES, AND OTHER ORGANIZATIONS, TO BETTER CONNECT WITH THEIR CUSTOMERS.”

Christopher Baker, Pitney Bowes Business Insight

CCM TECHNOLOGY PROVIDES A POWERFULLY FLEXIBLE SET OF SOFTWARE SOLUTIONS THAT EMPOWERS ITS CLIENTS TO PRODUCE, PERSONALIZE, AND PRESENT INTELLIGENT COMMUNICATIONS.



Challenge

The City of Phoenix needed to generate documents and enhance access to account information through multiple customer touch-points for its Water Services and Public Works Departments.

Solution

The organization implemented Pitney Bowes Business Insight Customer Communication Management (CCM) solutions, including DOC1®, CODE-1 Plus® and e2™ systems.

SUMMARY

The City of Phoenix is the fifth largest city in the United States. Its Water Services Department provides water to about 1.5 million residents, covering a 540-square-mile service area. This organization serves more than 401,937 water accounts, with all accounts metered and billed monthly.

The City of Phoenix Public Works Department has more than 1,000 employees in eight major areas and provides mechanical and electrical maintenance and energy conservation services for city facilities, and procures, manages and maintains the city’s fleet of vehicular equipment. The department also provides for the collection and disposal of residential garbage and recyclables.

RESULT

The Pitney Bowes Business Insight technology enables Customer Service Representatives to execute address validation and postal certification in a batch and/or real-time environment as data is being entered into customer care and billing systems. Additionally, one-touch technology allows a CSR to retrieve and view historical documents previously archived.

“Pitney Bowes Business Insight’s CCM solutions enable utilities, and other organizations, to better connect with their customers, whether through the mail, electronically, or any other touch-point,” said Christopher Baker of Pitney Bowes Business Insight. “Incorporating this technology as part of Oracle’s larger customer information system solution enables us to bring additional value to the City of Phoenix, and we look forward to similar partnerships in the future.”

Pitney Bowes Business Insight’s CCM technology provides a powerfully flexible set of software solutions that empowers its clients to produce, personalize, and present intelligent communications across all channels. For the City of Phoenix, our solution included:

- DOC1® for the composition of bills, letters, and work order notices
- CODE-1 Plus® for address validation and postal certification, standardization, and correction
- e2™ for reliable document archiving, management, and electronic presentment

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"INCORPORATING THIS TECHNOLOGY AS PART OF ORACLE'S LARGER CUSTOMER INFORMATION SYSTEM SOLUTION ENABLES US TO BRING ADDITIONAL VALUE TO THE CITY OF PHOENIX, AND WE LOOK FORWARD TO SIMILAR PARTNERSHIPS IN THE FUTURE."

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.

THE PITNEY BOWES BUSINESS INSIGHT ADVANTAGE

Pitney Bowes Business Insight CCM technology was chosen as part of a larger Oracle® Utilities Customer Care and Billing and Oracle Utilities Mobile Workforce Management solution. Oracle serves as a member of Pitney Bowes Business Insight's G-Force™ Alliance Program. Pitney Bowes Business Insight is also a member of the Oracle PartnerNetwork.