

CASE STUDY

## City of Winnipeg

“THE COMBINED SOLUTIONS WILL PROVIDE WINNIPEG’S UTILITIES UNMATCHED FLEXIBILITY AND SCALABILITY.”

Linda Jackman, Vice President of Product Management, Oracle Utilities

PITNEY BOWES BUSINESS INSIGHT  
TEAMS WITH ORACLE® TO HELP  
THE CITY OF WINNIPEG STREAMLINE  
ITS BILLING OPERATIONS.



### Challenge

The City of Winnipeg needed to produce more comprehensible documents for utility services.

The organization also needed to simplify and automate its billing and document composition process for the city.

### Solution

Manitoba's capital city implemented Pitney Bowes Business Insight's DOC1® Designer and Generate solutions in tandem with Oracle® Utilities Customer Care and Billing to help improve its utilities services.

### SUMMARY

Winnipeg, the capital city of the province of Manitoba, Canada, lies at the geographic center of North America and covers an area of 178 square miles. It's a growing mid-sized city of nearly 715,000 residents (i.e., nearly 60 percent of Manitoba's total residents), located just 62 miles from the U.S. border.

To increase operational efficiency and customer satisfaction, the City of Winnipeg's utilities services organization needed to improve its customer care and billing processes.

The city selected Pitney Bowes Business Insight's DOC 1® Designer and Generate document composition and design solutions, along with Oracle Utilities Customer Care and Billing, a leading customer information system for tier 1 utilities, to produce more comprehensible documents for utility services. The combined solution has simplified and automated the billing and document composition process for the city.

### RESULT

The new documents and bill redesign will help reduce customer phone calls, increase operational efficiency, and improve overall customer satisfaction.

The system also includes address validation for Canada. This functionality enables the city's customer service organization to verify an address at the point of original data entry

into Oracle® Utilities Customer Care and Billing. In addition, the Pitney Bowes Business Insight system ensures the City of Winnipeg will receive the postal discounts offered by Canada Post.

“With the combined solutions from Oracle and Pitney Bowes Business Insight, Winnipeg's Water and Waste Department can cleanse and validate all address elements when generating customer documents and invoices,” said City of Winnipeg's CISS Manager Derek Osborne. “These solutions improve the quality of our address match search capabilities, and consequently enhance customer service and increase efficiencies.”

Oracle Utilities Customer Care and Billing system manages rating and billing systems for customers, while also undertaking associated functions like payment processing, collections, field service and meter management. The product will be used by the City of Winnipeg to calculate a customer's bills. The billing data will then be sent to our DOC1 Designer and Generate solutions to create bills, letters, notices and various other utilities documents in a customer-friendly and easy-to-read format. These solutions, working together, will help the City of Winnipeg maximize revenue, create cost efficiencies and more quickly respond to market change.

“INCORPORATING THIS TECHNOLOGY AS PART OF ORACLE’S LARGER CUSTOMER INFORMATION SYSTEM SOLUTION ENABLES US TO BRING ADDITIONAL VALUE TO THE CITY OF PHOENIX.”

Christopher Baker, Pitney Bowes Business Insight

“Oracle Utilities Customer Care and Billing will operate as the centerpiece of the City of Winnipeg’s billing applications for its utility services,” said Linda Jackman, vice president of product management, Oracle Utilities. “The combined solutions will provide Winnipeg’s utilities unmatched flexibility and scalability, and enable these services to easily execute real-time address validation and automate mailstream sortation, resulting in higher postal discounts under SERP regulations.”

“The combined Pitney Bowes Business Insight and Oracle solutions will enable the City of Winnipeg to integrate the most current postal rates and requirements with their mail batch processing to earn the highest postal discounts,” said David Kudlata, Pitney Bowes Business Insight Alliance Director. “Through our relationship with Oracle, we are empowering organizations like the City of Winnipeg with streamlined billing and document composition processes that drive improved efficiencies across the entire enterprise.”

## 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

The combined Pitney Bowes Business Insight and Oracle solutions enables organizations to integrate the most current postal rates and requirements with their mail batch processes while streamlining the billing and document composition processes that drive improved efficiencies across the enterprise.

