



UTILITY
SOLUTIONS

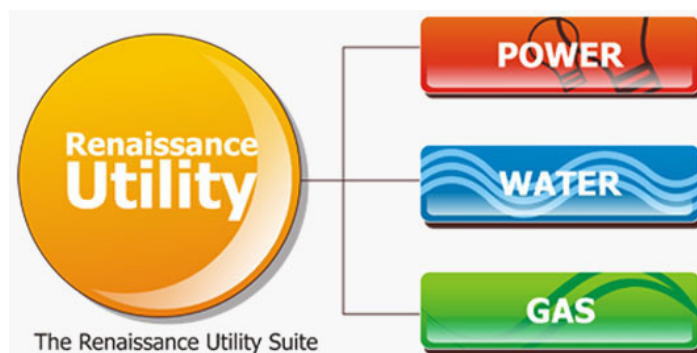
SRIT

Software Solutions

R-Utility

R-Utility is an integrated suite of data applications, tools and business processes, designed proficiently, to support Power, Water & Gas Utility Billing & Customer Care needs of the global market. The application allows enterprise-wide synergy in rolling out IT-driven services to the consumer as well as effectively introducing and integrating IT across operational areas within the Utility Distribution Companies.

Being modular and scalable in nature, it enables easy seamless integration with benefits of phased adoption at a pace and depth suited to the organization. SRIT provides a wide range of development, implementation, maintenance and support services on various applications in the Utilities Segment.



Currently, the product has its applicability in the operational areas of Power Distribution. SRIT plans to incorporate water and gas distribution applications very soon.

Unique Features of R-Utility:

- ✓ Web-based
- ✓ Built on modular, scalable, flexible and platform-independent framework
- ✓ Developed keeping in mind both, current regulated environment and future de-regulated environment
- ✓ Parameterized / configurable
- ✓ 360 degree view of customer information
- ✓ Easy administration
- ✓ Low cost of maintenance and ownership
- ✓ N-tier architecture offering easy administration and low cost of maintenance



- ✓ Flexibility in tariff configuration
- ✓ SOA
- ✓ Integration with third party softwares like GIS, SCADA, Material management, SAP
- ✓ Reminders and Discussion threads
- ✓ Reports builder
- ✓ Report Designer and Report Templates
- ✓ Workflow-driven
- ✓ Role based permission (Security)
- ✓ Tracking customer satisfaction
- ✓ SMS Alerts
- ✓ Multi Lingual capability
- ✓ Customizable UI Layout
- ✓ Holiday Calendar Configuration

Power:

R-UtilityTM - Power is a robust solution allowing multiple front-end options ranging from web-based applications to mobile applications. The core functionalities of the product are maintaining customer record, handling credit/collections, calculating and processing bills, debt management, initiating and tracking service orders, interfacing with customers & contact centers and integrating with third-party accounting systems.

Modules and Highlights :

- ✓ New Connection Registration
- ✓ Handles applications filed for new connections or change in connection details
- ✓ Tracking and updating application status
- ✓ Captures customer-related information like name, address, category, load sanctioned, etc
- ✓ Disconnection, re-connection and misuse related activities
- ✓ Demand note generation
- ✓ Sanctioning and verification



Metering:

- ✓ Acts as the basis for billing
- ✓ Addition/deletion of meters
- ✓ Meter reader details
- ✓ Scheduling of meter reading routes
- ✓ Upload/Download data from HHTs
- ✓ Entry of meter readings
- ✓ Defective meter tracking
- ✓ Consumption pattern monitoring
- ✓ Prepaid metering

Billing:

- ✓ Generates bills for energy and non-energy charges on a pre-defined periodicity or ad-hoc basis
- ✓ Bulk billing for high-tension consumers
- ✓ Bills revision
- ✓ Installment sanctioning
- ✓ Maintenance of inoperative accounts
- ✓ Tariff maintenance
- ✓ Court cases

Collection:

- ✓ Manages payment collection (online or offline) and revenues
- ✓ Energy and non-energy bill payments
- ✓ Installment, advance and partial payments
- ✓ Transfer of funds
- ✓ Verifying posting of payments
- ✓ Sundry/miscellaneous payments

Debt Management:

- ✓ Manages debt recovery through disciplined disconnection and dismantling mechanism
- ✓ Defaulter list process
- ✓ Temporary/permanent disconnection



Customer Care:

- ✓ Handles tracking and redressal of public grievances
- ✓ Monitoring of complaints
- ✓ Managing complaints; from lodging a particular case to closing or escalating it further

Customer Service:

- ✓ Manages customer change requests
- ✓ Tracking request through various stages of investigation
- ✓ Request registration and dispatch
- ✓ Generation of service order post clearance of dues
- ✓ Customer request status updating
- ✓ Request resolution intimation
- ✓ Customer feedback

The other CIS services included are:

- ✓ Exceptions Management
- ✓ Configuration Management & Customization
- ✓ 360 degree view of customer information



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Since its inception in 1999, SRIT has strived for excellence and thoroughness in the IT sector, with the goal to harness the potential technology has to permeate an industry and transform it at every level. We focus on verticals where large-scale operations and process lifecycles can be streamlined via a single technology, thereby enabling that domain to accomplish exponentially more than it was previously capable of doing. As such our primary focus is on transforming industries such as healthcare, governance and telecom and automate them from start to finish, such that their benefits ripple out to a far greater number of people in a much shorter span of time.

We've been recognized as 2015's 'Brand of the Year' for Healthcare Managed Services by Silicon India. We are a CMMi DEV/5 company as well as the world's first SSE-CMM Level 5 assessed IT company.

Get in Touch

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