



SERVING YOU
In So Many Ways

NATIONAL WATER COMMISSION (NWC) OF JAMAICA

A Hansen Case Study

SUMMARY

- Facing end-of-life hardware and out-of-service software, the National Water Commission (NWC) of Jamaica needed an accelerated digital transformation plan.
- Their solution was to upgrade to the latest Hansen CIS and switch to a cloud-based architecture.
- NWC was able to meet their tight deadline while mitigating risks of vulnerabilities, lowering operational costs by enhancing automation and efficiencies, and digitally transforming its service delivery to offer a best-in-class customer experience.

OVERVIEW

Globally, the utilities industry has embraced digital transformation to deliver enhanced automation capabilities, offer a seamless, omnichannel customer experience, and create open and extensible integration. However, this evolution leaves less progressive companies playing digital catch-up to stay competitive and ensure current and future business sustainability. For National Water Commission of Jamaica (NWC), an upgrade to the latest version of Hansen CIS meant a digital transformation that met all project considerations, including project length, enhanced efficiency, and lowered costs. It also addressed security risks, established a seamless customer journey, and provided a robust, cloud-based solution.

THE CHALLENGES

Among the critical priorities for NWC was to implement a solution that would digitally transform their operations and achieve operational efficiencies, lower the cost of operations, address security and regulatory concerns, and replace outdated hardware and software systems.

Additionally, NWC required a solution that would:

- Modernize infrastructure toward longer-term digital capabilities
- Improve processes and digitalize operations to provide best-in-class customer service
- Improve reporting and business intelligence for operational efficiency
- Address security vulnerabilities from outdated hardware and unsupported software components
- Transform operations to a cloud-based architecture

PROJECT CONSIDERATIONS

The upgraded Hansen CIS solution met all project considerations, including:

- Project timeline: time to upgrade Hansen CIS was significantly shorter than alternatives considered
- Project cost: upgrading Hansen CIS was highly cost-effective
- Risk mitigation: Hansen's resource capabilities and understanding of NWC's business processes mitigated project concerns
- Institutional Intelligence: upgrading enabled NWC to maximize their already considerable intellectual investment

ABOUT NWC

The National Water Commission provides vital potable water services to over 2 million people in Jamaica. With more than 400,000 registered accounts, NWC processes 190 million gallons of water daily.

A Hansen customer since 2007, NWC was ready to modernize its infrastructure and operations with a digital-first approach to allow for business longevity and operational efficiency through automated processes.

THE SOLUTION

By choosing to upgrade to the latest Hansen CIS, NWC met its goals of improved operational efficiencies through process automation, addressing vulnerabilities and regulatory concerns, and migrating to a cloud-based architecture.

A solution developed from years of collaboration with utility companies worldwide, Hansen CIS is based on standardized technology enhanced by a modular approach and open API library. Designed to handle the entire customer life cycle using open architecture and understanding local regulations and technology standards, Hansen CIS allows quick integration with NWC's business systems and operations.

Additionally, Hansen CIS:

- Lowers total cost of ownership
- Advances digital initiatives
- Mitigates risk due to being an established vendor with known technical capabilities and a clear understanding of the business processes and needs
- Reduces ongoing source code management issues
- Provides a seamless pathway to the cloud

On choosing to upgrade Hansen CIS, Tricia Jones, Assistant Vice-President of Information Communications Technology, National Water Commission, commented, "In the Global arena, things changed very rapidly. At NWC, we were eager to improve business processes, implement reporting capabilities to enhance decision making, and overcome the various risks exposed due to end-of-life systems and software no longer being supported. One of the biggest achievements was utilizing the cloud-based services in our transition."

RESULTS

With the latest version of Hansen CIS implemented, NWC is empowered to accelerate digital transformation, address security concerns, and implement efficient operations that result in a seamless customer service experience.

Enabled digitalized operations by:

- Hansen Integrated Framework
 - GIS mapping that enhances situation awareness
 - Customer portal for account information and payments
- Paperless service orders
- MDMs that use AMI meters for water leak detection and notification

Addressed system vulnerabilities and regulatory concerns:

- The cloud-based architecture eliminates system vulnerabilities caused by unsupported software and legacy hardware, and security concerns with software patches.
- Regulatory considerations are supported through switching via APIs, providing customers with accurate information, and reducing penalties due to system errors.
- Leveraging AWS for scalability of hardware and enhanced resiliency
- Baseline API integrations that improve integration
- Deprecation and simplification of expensive legacy technologies

Achieved operational efficiencies with:

- The implementation of automated processes has significantly reduced operational costs.
- Reduced ongoing maintenance from reduced customization and required support due to Hansen's configure-not-code capabilities.
- A browser-based solution that supports the use of tablets in the field
- Hansen hosting means NWC reduced:
 - IT maintenance needs and costs
 - The need for specialty resources
 - Risks with database management
 - Potential downtime due to AWS SLAs
- Batch multi-streaming reduces required staffing resources

Produced a seamless customer experience:

- A configurable UI based on roles to streamline business processes and eliminate errors
- Configurable wizards – assignable, suspendable, reason code tracking, and conditional approvals
- Transparency and empowerment using real-time system data for business reporting and analytics

“For more than a decade now, Hansen has proven to be a very reliable partner in NWC’s operational success. The transition to the latest version of Hansen CIS enables us to truly accelerate our digital transformation and step confidently forward to the cloud. The enhancements also deliver a lower total cost of ownership and help us address regulatory requirements, and an improved degree of operational efficiency” confirms NWC’s Tricia Jones.

HansenSuite™ for Energy and Utilities

HansenCIS™

- Commercial off the shelf customer care
- Billing lifecycle management

HansenTrade™

- Automated energy trading and optimisation
- Maximise the value of your trading and demand response operations

HansenCatalog™

- Product/service/resource master data management
- Active distribution of product, service and resource throughout your business
- Product lifecycle management

HansenInsight™

- Business and operational data analytics and decisioning
- Leverage a constant flow of data to improve your business

HansenMDM™

- Metered AMI, calculations and disseminating event management
- Intelligent smart meter management that balances legacy and future advancements

HansenMarket-Message™

- Market messaging / market transaction handling
- Management of market communications with industry and market data hubs
- Management of transactional data communications using EDI technology

HansenCPQ™

- Omni-channel quote and order creation
- Dynamic catalog-driven query/offer selection/configuration/validation

BENEFITS

Grow New Revenue

Overlay the most modern technology to create new business models and generate new revenue from your product innovation.

Lower Cost-of-Sale

Speed time to revenue by reducing time-to-quote and order/delivery efficiency.

Lower Cost of Operations

Automate key operational processes and reduce order fallout, minimizing the need for manual intervention.

Happier Customers

Eliminate misquoted and incorrectly delivered orders that undermine customer satisfaction.

Improve Operations Quickly

Make decisions with real-time operational data helping you act fast to improve commercial and operational performance.

Reduce Time-to-Deliver

Accelerate product innovation by empowering the business to configure (not code) new offerings to meet market demand.

Powered by Hansen

 Direct Energy

 Energy Queensland

 Xcel Energy

 SSE

 azpo

 Exelon

 Simplyenergy

 fortum

Hansen Technologies (ASX: HSN) is a leading global provider of software and services to the energy, water and communications industries. With its award-winning software portfolio, Hansen helps over 620 clients from over 30 offices worldwide to create, deliver and engage with their customers, to manage and analyze customer data, and control critical revenue management and customer support processes.



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