

Product Overview

Customer Suite



The Ventyx solution for customer service excellence.

Your customer management solution must enable you to execute business strategies needed to surpass many challenges. Processes need to be optimized throughout the full life cycle, whether inquiries (contact to close), field service (request to completion), or revenue cycle (meter to cash), in order to improve customer satisfaction.

Inefficient and manual processes need to be eliminated, and replaced by consolidated and seamlessly integrated systems across the enterprise. This is not just a goal to enhance performance, but a requirement due to regulations and compliance standards which demand integrity and auditability.

Adopting state-of-the-art systems which are designed to keep pace with technology and manage evolving processes can help organizations reduce the total cost of ownership. And, business efficiency is heightened when key business process information is captured in the system, enabling knowledge transfer throughout the organization and facilitating responses to customer and operational needs.

Ventyx is the innovative leader in customer care and billing with an impressive history of thought leadership

and solution advancement. Customer Suite from Ventyx provides the tools you need to serve your customers—from the call center and into the field—helping you achieve operational excellence and maximum customer satisfaction. Its process-centric approach enables a consistent standard of excellence.

On Target for Your Needs

Customer Suite is the most complete solution for customer care and billing. Its robust, advanced architecture provides flexibility and connectivity across the enterprise. Its functional depth is unsurpassed, yet the solution is fully configurable to reflect each organization's unique business environment. Customer Suite is ready for today and designed for tomorrow.

Customer Suite is Comprehensive, Configurable, Adaptable

- Complete solution, right out of the box
- Tailorable without modification
- Flexible to manage ongoing changes and enhancements

Consistently the “Standard of Excellence” in the Industry

- The industry’s benchmark for superior functionality and technology
- Continuously enhanced with assured migration paths
- Turns the “business of billing” back into the hands of the business
- Provides depth and full support for complete life cycle billing with complex rates

Everything You Need for CRM, and Nothing You Don’t

- Industry-specific functionality versus generic overkill
- Reflects user-defined information flows and utilization
- Enables increased efficiencies

Integration Suite

For enterprises with a mobile workforce, Integration Suite supports the scheduling and dispatching of service orders using the Service Suite mobile workforce management system. These tasks originate in Customer Suite, with Integration Suite providing a baseline link between the applications that can be deployed quickly and minimizes the total cost of ownership

Satisfaction is Everything

Customer satisfaction weighs heavily on reliable and quality service, and late arrivals and missed appointments are inexcusable. Earning customer satisfaction and loyalty requires meeting or exceeding service level agreements, easily accommodating fluctuating customer needs, and satisfying unique and sometimes complex billing requirements.

Self-service portals which put information at your customers’ fingertips, accessible day and night, are considered a must-have. As well, accurate billing and query response are not only necessary conveniences, but enormous confidence builders.

Service providers must also be able to respond quickly and implement creative and competitive pricing structures and products. Additionally, utilities must be able to calculate complex and variable rate models and contracts for residential, commercial, industrial, and wholesale accounts.

Customer Information

- CSR Portal
- Contact Management
- Self service
- Customer management
- Premises management
- Targeted consumer communications
- Consumption detail
- Billing detail
- Consumer enabled cost management

Billing

- Tariff management
- Mass market rates
- Complex rates / contracts
- Demand response
- Gas transportation
- Interval data management
- Master summary billing
- Budget billing
- Delinquency
- Bad debt
- Accounts Receivable

Service Operations

- Service requests
- Service history
- Mobile integration
- Real-time service order status
- Automated completion of service orders from mobile

Customer Suite Provides a Distinct Advantage

Organizations must have the right tools at their disposal in order to take strong measures to control costs. Improvements to customer satisfaction, asset and worker productivity, and organizational effectiveness can positively impact financial results.

Ventyx, with Customer Suite at the forefront, meets the challenges head on by providing the tools to integrate customer information throughout the enterprise.

CUSTOMER SUITE AT-A-GLANCE

CUSTOMER CARE: Information

- Aggregate and analyze all customer information
- Encrypt Sensitive Customer Data

Service Orders

- Create, assign and manage service orders with integrated workflow, work routing and approval

Contacts

- Manage all contacts from initiation to resolution

Call Centers

- Monitor, track and analyze call center traffic across multiple call centers and administrative locations

Strategic Services

- Identify clients for targeted communications
- Handle “customer choice” options in deregulated areas
- Provide configurable web portals for CSRs with easy access to customer answers

Customer Portals

- Provide customer self-service portal for account information, profile updates and bill information

REVENUE CYCLE MANAGEMENT: Rates

- Create and manage a portfolio of innovative pricing products with tools designed to model “what if” scenarios and revenue impacts

Billing

- Support mass volume transaction processing as well as one-time or “quick bill” production

Receivables

- Provide multiple collection strategies, configurable by location, account type, credit rating, etc.
- Supply user-defined automated accounting and tracking of delinquent and uncollectible accounts receivable

Reporting

- Include comprehensive financial and revenue reporting including full sub-ledger and balancing

Compliance

- Deliver complete information and timely response for regulatory reporting requirements



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Ventyx, an ABB company, is the world's leading supplier of enterprise software and services for essential industries such as energy, mining, public infrastructure and transportation. Ventyx solutions bridge the gap between information technologies (IT) and operational technologies (OT), enabling clients to make faster, better-informed decisions in both daily operations and long-term planning strategies.

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