



Improving CX in a 1.2 Million Square Kilometer Service Area

A Northwest Territories
Power Corporation Case Study

SilverBlaze

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Introduction

Northwest Territories Power Corporation (NTPC) provides electricity and supports approximately 8,500 residential and commercial customers over a 1.2 million square kilometer service area.

The organization faces unique challenges, unlike those that are experienced by many other utility providers. Most of NTPC's communities are located in remote areas and must deal with a harsh operating environment.



Name of Utility:

Northwest Territories Power Corporation

Number of customers:

8500-9000

Number of employees:

200



The Challenge



Since NTPC's customer-base is so wide-spread and remote, the organization needed a way to integrate its customer service management software with its metering software.

If successful, this would vastly improve the Northwest Territories Power Corporation's customer experience (CX). Empowering customers to solve their own issues would not only improve the CX, but it would also give NTPC's customer service representatives more time to work on projects that delivered higher value to its customers.

To solve this challenge, NTPC decided it would look for a customer portal solution that allowed its customers the ability to look at their account and meter information in a one-stop software solution.

Having one integrated portal would allow customers to view their utility information easily and seamlessly - improving their satisfaction levels and making their overall experience more enjoyable.



The Solution

This is why COGSDALE CSM®, the CIS vendor for NTPC, recommended that the NTPC consider SilverBlaze. SilverBlaze was able to work with Northwest Territories Power Corporation's existing customer information system (CIS) and metering software - as well, SilverBlaze was able to leverage the weather information from Environment Canada - to seamlessly link customer information, payment and billing details and much more in one elegant solution.

To achieve this, the Northwest Territories Power Corporation implemented the SilverBlaze Customer Portal for Utilities, a unique customer engagement platform that presents customer information and services from electricity utility business applications into a single modern and elegant web portal.

With the SilverBlaze Customer Portal, NTPC customers can access their detailed consumption information with interactive charts, view comparative usage analytical tools, setup event tracking, make online payments, request paperless billing, invite guests to view their account online, and access this information on whichever device they prefer using - including mobile. Customers can now access any information they need on their favourite mobile device at the simple click of a button.

SilverBlaze
Customer Portal for Utilities



Integration

The SilverBlaze Customer Portal for Utilities was able to seamlessly integrate with NTPC's web services-based business applications, including its CIS.

- **CIS (Customer Information System):** COGSDALE CSM[®]
- **AMI MDM (Advanced Metering Infrastructure & Meter Data Management) Repository:** Landis+Gyr[®]
- **Payment Gateway:** Moneris Canada



The result? NTPC's customers have been blown away with the company's new customer experience.

Functionality Of The Customer Portal

The Northwest Territories Power Corporation project was particularly complex because of the number of applications that had to be integrated into the final product.

The NTPC team had a vision to provide a web-based, mobile-friendly customer engagement platform that provided customers a single access point to all aspects of their accounts at any time on any device.

At project rollout, NTPC had approximately half of their customers with AMI meters installed, and they required a dynamic portal that would allow all customers the ability to access the correct information.

The functionality of this software was essential. If functionality of the system was poor then it could have ended in harming the organization's customer experience rather than improving it.

The SilverBlaze Customer Portal offered all the features and integration capabilities required to make NTPC's vision a reality.

The SilverBlaze Customer Portal for Utilities was implemented as a central integration hub tying account information from the COGSDALE CSM® CIS to the other supporting applications, and presenting information in a unified web interface with real-time information.



HOW NTPC BENEFITED FROM THE SILVERBLAZE CUSTOMER PORTAL

The Northwest Territories Power Corporation's primary business goal was to provide customers with a self-service portal that provides them all the information they desire in one place.

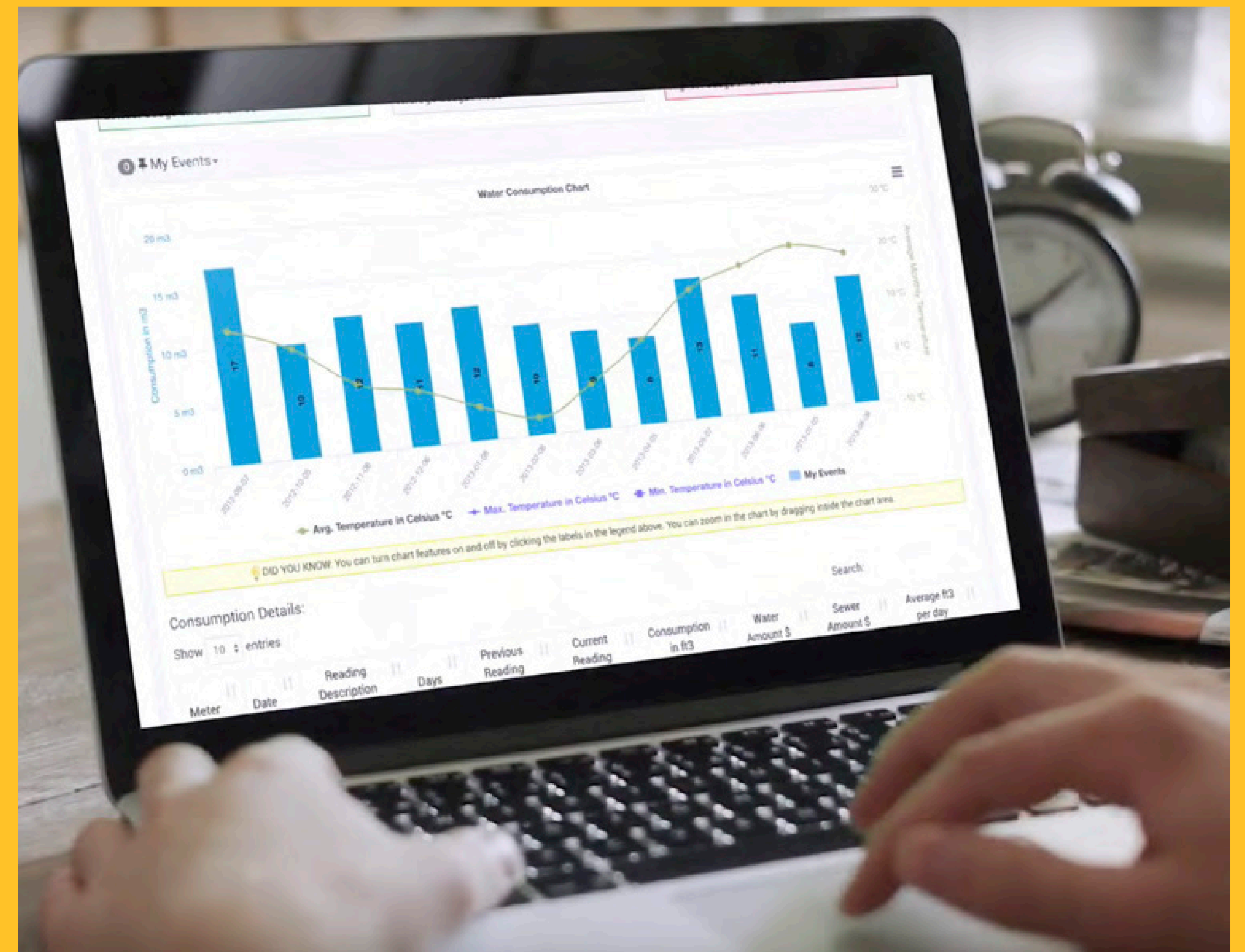
Not only did it succeed, but the organization saw a number of other benefits. However, there were two primary benefits that were particularly important for NTPC:

Improvements to customer service

NTPC was able to leverage the SilverBlaze Customer Portal's ebilling function to provide customers with a better notification format.

Schedule adherence

The NTPC project was complex and it also had very specific and timely requirements. SilverBlaze was very accommodating and schedule driven, which meant there was a timely implementation of the customer portal.



Testimonial



“We chose SilverBlaze because of their ability to provide our customers with a portal that provided quick, easy access to all of their consumption and billing information. SilverBlaze understood the challenges that our geographical area presented and was able to achieve the desired outcome.”

- Erin Ladouceur,

Manager of Billing Services

at Northwest Territories Power Corporation.



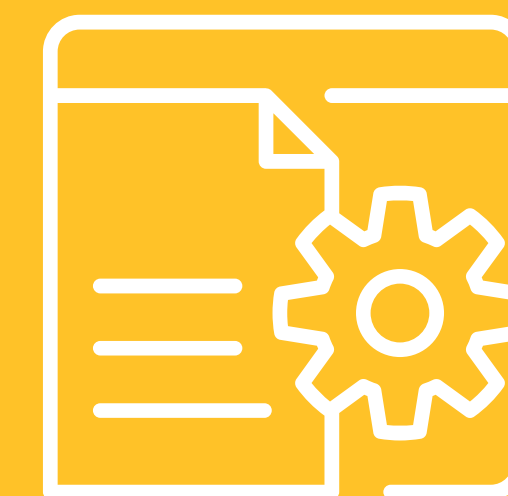
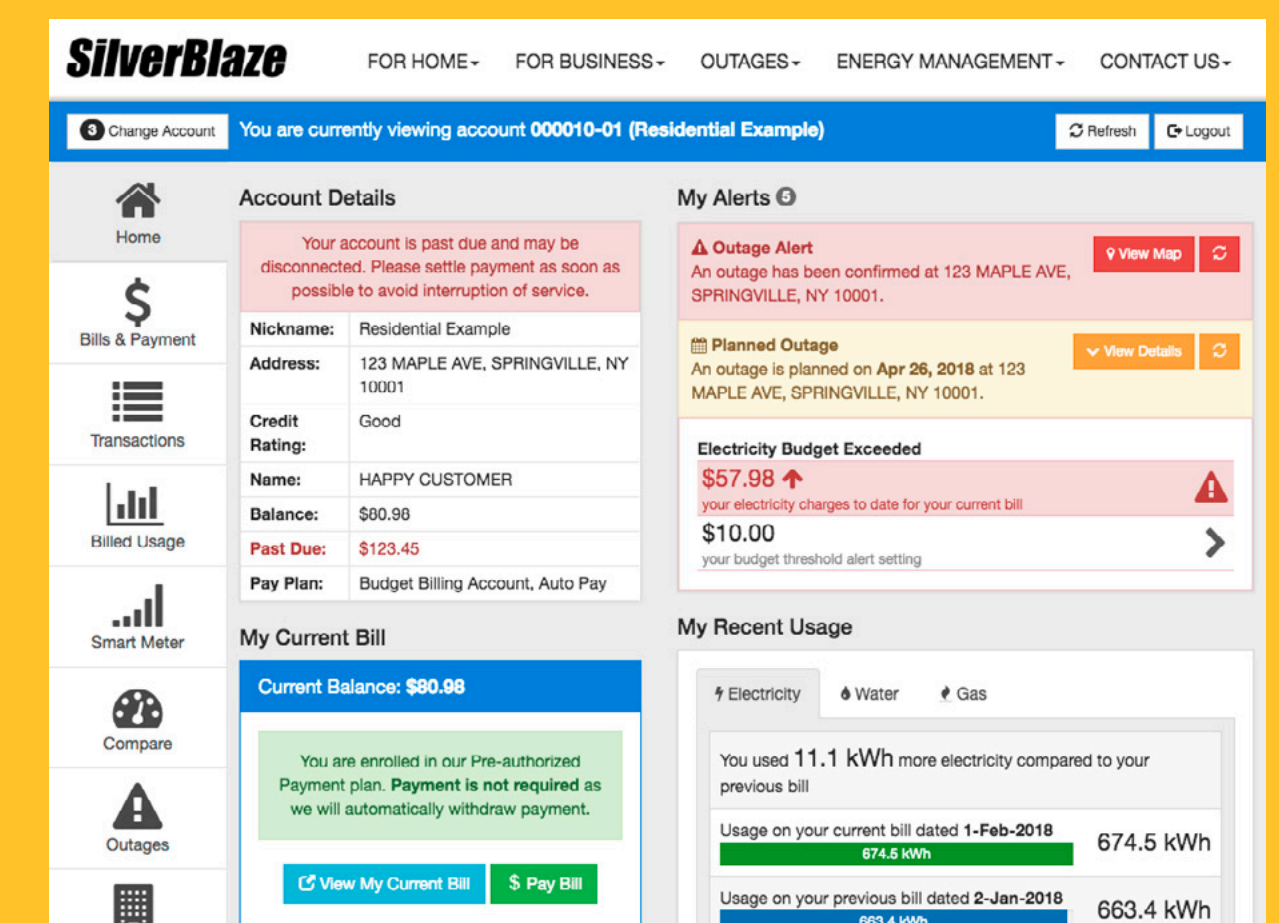
Schedule a Demo

See the SilverBlaze Customer Portal in Action

Hearing about how our platform has benefited other utility providers is helpful, but discovering for yourself how the SilverBlaze Customer Portal can help your utility succeed is something you have to see to believe!

That's why we'd like to invite you to experience a live demo. When you schedule your free demo with one of our product experts, you'll learn the answers to all of your questions, including:

- **What do web self-service portals look like?**
- **How will the portal work with my utility?**
- **How extensive are the available customization features?**
- **How will my utility benefit from the portal's features?**
- **Will the portal be easy for my employees to manage?**
- **How easily will it integrate with the systems I already have in place?**
- **And anything else you need to know!**





SilverBlaze

Prepare for the future!

The SilverBlaze Customer Portal, designed for public, private, and municipal utility providers, improves customer satisfaction and delivers positive ROI results.

The SilverBlaze Customer Portal provides utilities with customizable, easy-to-integrate, high-value solutions that enable customers to interact with their utility providers when it's convenient for them.

**Contact us to learn more, or
to schedule a live demo of the
SilverBlaze Customer Portal.**

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