CS Optimization

OUR APPROACH TO A THREE-PHASE SOLUTION

Most under-performing systems can be remediated to improve operations, cash flow and reputation.
DID YOU KNOW?

Nearly one-third of all CIS programs are abandoned or fail to meet expectations because they are so complex?

**DOES YOUR CIS REFLECT THESE SITUATIONS?**

- Lengthy Maintenance Logs
- Resource Level Down and Higher Cost
- Customer Service Issues
- “I’ve been charged twice!”
- “Please hold…”

**OUR APPROACH**

Our proprietary Stabilize - Optimize - Sustain approach remediates system issues and optimizes operations.

**3 Phase Solution**

**STABILIZE**

*Phase 1*

Using a two-pronged approach, we can determine the root cause.

**FIRST**

- Stop the bleeding
- Conduct root cause analysis
- Achieve more accurate meter reading
- Produce more accurate bills
- Increase collections and turnovers for delinquent accounts

**SECOND**

- Establish project processes and controls
- Coordinate/prioritize compelling projects
- Focus on highest value fixes
- Reduce operational backlogs
- Improve call center operations

A DASHBOARD IS IMPLEMENTED TO MEASURE OPERATIONAL IMPROVEMENT EFFORTS

The objectives of this phase are:

- Adoption of process improvements found in phase 1
- Hardening a metrics-driven performance management approach
- Resolve historical backlog items
- Develop automated processes for remaining manual workarounds

**OPTIMIZE**

*Phase 2*

**SUSTAIN**

*Phase 3*

The objectives of this phase are:

- Adoption of Business Area Scorecard
- Reorganization (if needed) and/or consolidation of support services

ACHIEVE MAXIMUM VALUE FROM YOUR CIS INVESTMENT

FOCUS ON "NORMAL" BUSINESS OPERATIONS TO PREVENT RECURRING ISSUES

**Black & Veatch Recognized for Saving Cleveland Water $14M Annually From System and Operational Improvements**

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