# Upgrading a CIS and MDMS to provide an evolved, reliable, and efficient customer experience

Consulting case study
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### Key takeaways

- A southern municipality wished to upgrade its outdated customer information system (CIS) and meter data management system (MDMS) to meet customers' ever-evolving needs and growing demand for reliable and efficient services.
- Using its proven NavigateOne™ methodology, E Source worked alongside the municipality to seamlessly guide the entire process, thoroughly assessing the utility's needs and helping it choose the best vendors and solutions for the project.
- With E Source's help, the utility successfully deployed its new systems, enabling better customer service, optimized service delivery, and streamlined data management.

### The challenge

Rated the number one public utility in the US by the American Public Power Association, a southern municipality wished to upgrade its outdated CIS and MDMS to meet customers' ever-evolving needs and growing demand for reliable and efficient services. Desiring a smooth process from start to finish, the municipality sought an experienced consultant to lead the modernization of its 20-year-old system.

### Do you need help upgrading an outdated CIS or MDMS?

Contact our team to learn more about our expertise and how we can help.

## The solution

The municipality partnered with E Source to take the progressive step forward in transforming its infrastructure. Using its proven NavigateOne methodology, E Source worked alongside the municipality to seamlessly guide the entire implementation, starting with a full assessment of the municipality's needs. Next, using its proprietary assessment and selection process, E Source aided the municipality in vendor selection, ultimately choosing:

- Itineris UMAX customer information system
- Honeywell Connexo Insight MDMS, through system implementor Leidos
- Paymentus payment solution

Finally, E Source used its NavigateOne Statement of Work as a blueprint for the project, creating detailed requirements, a thorough staffing plan, project deliverables, scheduling criteria, and configuration processes. Other E Source tools maintained the project's momentum, including:

- iCue for Selection and Implementation, tracking every step of the project
- NavigateOne for application life cycle management, creating a testing center of excellence
- NavigateOne Automation Framework, providing test automation services

## The results

With E Sourcee by its side, the municipality was confident in the implementation and launch of its CIS, MDMS, and payment solution to complete its mission-critical system transformation. E Source's leadership support, thorough testing, and software support ensured that the new systems were successfully deployed and equipped the utility to better serve its customers, optimize service delivery, and streamline data management. And the utility went on to launch a new customer service portal. To date, around 30,000 customers have registered, giving them access to self-service features like bill payment and account information.

E Source remains a supportive guide as the municipality continues improving its customer service and systems after implementation. E Source looks forward to helping the municipality implement a work and asset management system, a continuation of the utility's mission of developing a one-stop shop for customers.

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