iNtulity™

A s a Utility Customer Service center manager this would be familiar to you. It happens just too often:

Employee turnover:
It is nothing to do with the Customer Service Center environment or the stress. It just happens. It is a certainty that well trained employees leave and they leave suddenly.

Training and Retention:
If you have implemented SAP® Interaction Center, you have more of the same problem. While robust, SAP® IC implementations need months of familiarity to achieve a level of competency.

Contextual support:
How many times you groan inwardly when you overhear your CSRs miss out on golden opportunities to cross sell because nobody prompted them to say the right things at the right time?

Extended research:
You want your CSRs to be competent and expert users of the system, but, you do not want them lose valuable interaction time with the customers, while researching often repeated mundane needs.

Roll-back:
'Nough said! You know only too well how much your employees hate undoing what they had committed into the system and the mess that it can create, if not handled professionally. That is SAP®.
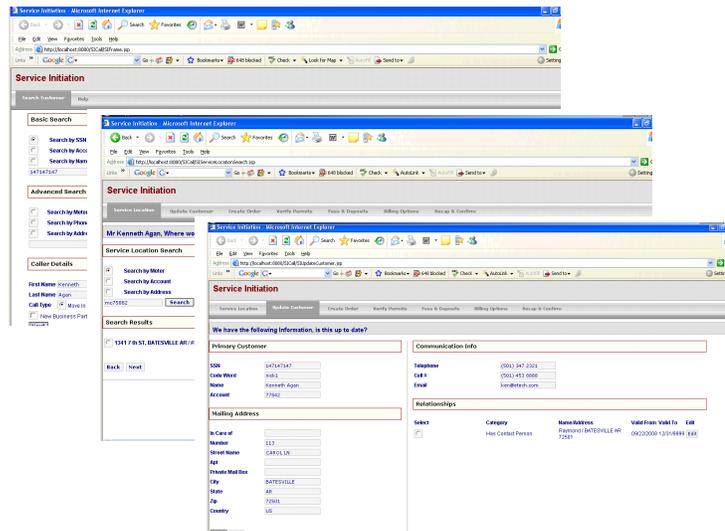
iNtulity™ Smart Solution

iNtulity™ Solution suite streamlines and automates the front end CSR processes and dramatically improves the productivity.

> iNtulity™ provides a seamless wizard like interface that walks the agent through the processes with interactive guided scripts while taking care of the complex transactions in SAP® and other systems in the back.

iNtulity™ screens are user friendly with only the relevant data displayed and friendly interactive scripts that allow even a novice to transact fairly easily.

> iNtulity™ has powerful error handling and routing mechanisms that handle exceptions automatically without too much impact on the call.

iNtulity™ converts the back-end transaction based system into a front-end process based wizard that makes transaction handling easier with just one commit and one rollback from the CSR perspective.

> iNtulity™ does all the research that a CSR normally does in the back end system like looking for a past due or write-off while moving in a customer, this cuts down on the transaction time and allows the CSR to focus on the customer call.

iNtulity™ is designed to go into the back-end SAP® system to look for defaulting data and automatically populate SAP® with those, this minimizes the data points for the CSR and cuts down on errors.

iNtulity™ Power Workshop

This workshop is specifically designed for small and midsized utilities to help build on the core strength of SAP®. Our expert team will do a quick and comprehensive assessment and offer recommendations on industy best practices and guarantee improvement in call turnaround - leading to savings on investment and improvement in client satisfaction. We have developed the tools and templates necessary for the analysis, productivity enhancement and implementation needs.

Call us today to explore the value of iNtulity™ Power Workshop.

Utility Center of Excellence

Our Utility Center of Excellence is located in Chicago. Its role is to maintain a constant relationship with SAP® IBU for Utilities, provide the thought leadership and relying on dedicated teams and infrastructure, provide direct support ot project delivery. This COE provides our clients with the following services:

- Team of Industry specialists
- Tempates and Accelerators
- Knowledge Base
- Expert Training
- Delivery and Support

This COE is equipped with state of the art infrastructure which enable us mimic complex situations and test solutions before they are rolled out to clients.

About Us

Radius-i is a Global provider of expert SAP® Business and Technology services. We design, build, deliver and support business critical solutions within SAP®. Seamlessly integrating R/3, ECC and add-ons into Clients' business, we efficiently support the clients' post go-live needs through our SAP® iNtulity™ and Radius-i™ solutions.

Radius-i is a SAP® preference solution provider with specialization in delivering solutions to the mid and upper mid market Utilities. Radius-i's proprietary, pre-built Utility Templates (iNtuility™ suite of products) help deliver solutions in about half the time it takes for traditional approaches - thus reducing investments.

Radius-i's solutions are the key to meeting the challenges that are faced in the Utilities industry. Radius-i delivers a suite of products that are simple, flexible, reliable and reusable. Radius-i's solutions are scalable to suit any requirements, are upgrade friendly and future proof.

Radius-i knows what it takes to develop and deliver SAP® based systems that addresses a Utility organization's unique business needs. We have over 150 skilled professionals – a pool of professionals providing consulting solutions and services leveraging SAP®'s business applications and a history of working closely with SAP®. We leverage multi-shore and template based approach to help smaller and medium utilities to harness the power of SAP® without breaking the bank.

Radius-i's expert SAP® consultants offer a unique blend of technical skills, industry insight, tools, business consulting experience and cultural insight to help Utilities exploit new technologies and drive delivery excellence.
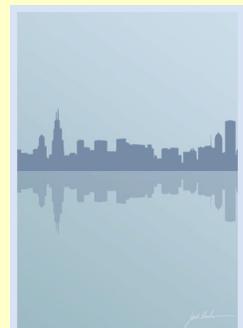
Radius-i believes that getting the most from your SAP® investments entails more than technology skills; it also takes deep knowledge of the industry and creative solutions. Radius-i Utilities COE offers the full spectrum of skills ands is the trusted partner many Utilities turn to on their journey to achieve higher performance.

Call us today for a *free assessment!*

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