

Vocantas Case Study -Butler County Utility#

Customer Profile

Name: Butler County Water and Sewer (BCWS)

Products and Services: Water and Sewer Services

Location: Ohio, US



- The Butler County Water and Sewer Department provides safe, reliable services to Butler County — one of the fastest growing counties in Ohio.
- BCWS offers water and wastewater service to a growing population of more than 100,000 in West Chester, Lemon, Liberty, Fairfield, Hanover and Ross townships, the city of Monroe and the village of New Miami.
- BCWS Solid Waste Management District is responsible for making recycling and waste reduction options available to all Butler County residents.
- BCWS has two large wastewater facilities and several smaller wastewater facilities. BCWS water system provides on average 12.6 million gallons per day to their customers.

“We had several meetings with Vocantas and ultimately decided to utilize them for our IVR due to budget and because they met all of our technical needs. I would highly recommend them as an IVR provider.”

*-Bob Tisch, Technical Services Administrator
Butler County Water and Sewer*

Business Problem

What business problem did you want to solve with your Interactive Voice Response (IVR) solution?

- Before the Utilities OnCall Solution was in place, BCWS utilized a third-party to handle all billing and customer service needs. As a cost savings measure, BCWS decided to handle customer service inquiries in house.
- BCWS needed an IVR solution that integrated with the current billing system to help control staffing costs. Without an IVR, BCWS would have had to increase their call center staffing levels.
- BCWS needed an IVR solution to handle the customer service side of the business.
- With more than 40,000 customers the customer contact center needed to reduce inbound and outbound calls in order to remain efficient and make use of limited resources
- Improving customer service with respect to response time and efficiency for the customer was a key goal for implementing the IVR

Solution

- Vocantas offers a proven successful IVR solution designed specifically for Utilities and Call Centers that reduces ongoing customer service costs, while increasing customer satisfaction.
- Utilities OnCall™ automates routine customer service requests such as; bill payments, meter reading reports and outage reports, making skilled resources more readily available to handle complex customer-centric issues or projects.
- The IVR solution allows utilities to improve accounts receivables through automated bill collection with instant payment options over the phone using merchant account integration.
- BCWS ultimately selected the Vocantas IVR because it suited all of their requirements at half the cost of comparable solutions that BCWS reviewed and considered.
- BCWS uses the Cogsdale Customer Information System (CIS) which is proven successful from an integration perspective with the Vocantas solution, this contributed to the decision to select Utilities OnCall by Vocantas.



Results and Benefits

- The IVR handles more than 750 inbound customer calls each month without the interaction of a live agent. This represents more than 25% of the average monthly call volume.
- The Vocantas IVR system also makes an additional 1,000 outbound calls a month for delinquent accounts and high usage which allows the Butler call center staff to focus on higher priority issues and deal with escalated customer concerns.
- Utilities OnCall interfaces with BCWS' Cogsdale billing system (SQL Server) to provide callers with billing history, payment dates and consumption information. This reduces the need for expensive call center staff to spend hours on routine phone calls that can easily be handled by the IVR.
- BCWS reports that the simplicity of the IVR system is a big benefit. Bringing call center staff up to speed on the new IVR was quick and painless, and training admin staff was simple and effective.
- The IVR generates reports through an easy-to-use web interface available 24/7 so anyone at BCWS can run reports and see the status of the system. This makes managing the IVR as easy as managing live call center volumes, using real time reports to track usage, and identify areas where the IVR could be handling additional calls.
- With Utilities OnCall implemented, BCWS was able to handle customer service requests internally rather than outsourcing, saving tens of thousands in third party costs and the cost of additional staff resources.

Headquartered in Ottawa, Canada, Vocantas is a privately owned company. Founded in 2003, Vocantas develops interactive voice response systems (IVRS) that automate routine telephone communications. Using a combination of advanced computer telephony and speech recognition technologies, the company has developed and deployed proven successful IVR solutions.. Vocantas currently serves over 130 clients in Canada and the US in a wide range of markets including healthcare, higher education, utilities and customer service.

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Utilities OnCall™

