

Redwood Solutions for Utilities: Meter-to-Cash

Automate the Critical Meter-to-Cash Process to Turbocharge Your Revenue Engine

The Utilities Business Challenge

You operate in an increasingly dynamic and competitive market. Agility, efficiency and strong alignment of business process to business model are critical to your success. Together with the upstream costing pressures of managing the critical balance of supply to demand, the downstream revenue pressure of recovering payments is pushing utilities to a near real-time business model. Your processes—especially revenue generation—must operate at full speed at all times to win the race.

Redwood customers report substantial and measurable improvements to their revenue engine including:

- 50-75% reduction in process run times
- 40-60% reduction in manual data accuracy checking
- Increased billing and invoicing frequency
- Reduced fines and manual compliance checks
- Increased transparency and control

Invoicing, billing, payment and debt management processes start at the meter and end with payment. This is your revenue engine. If it slows down, runs inefficiently or stalls, you're in trouble. Poor business processes, like a poorly maintained engine, are at the root of the problem. Inaccuracies in billings and settlements alone account for millions of dollars in losses each year. Automation is the key to mitigating those risks.

Automate What Matters Most

Every misstep, error, or redundancy in your meter-to-cash process eats away at your bottom line. Automation eliminates errors, increases agility, and reduces time to recognize revenue—marking the shortest route from business risk to healthy cash flow.

Examine your meter-to-cash process. Chances are you're at risk. If you rely on manual, unrepeatable processes, you're at even greater risk:

- Does your data load, billing and invoicing currently take too long?
- Does your data load, billing and invoicing depend on batch windows?
- Are the majority of the steps in your meter-to-cash process manually-driven?
- Are there too many steps in your meter-to-cash process?
- Can you monitor the progress of these steps? Do you have visibility?
- Is your customer dunning process contributing to increased bad debt write offs?
- Are your meter-to-cash processes fully auditable?

All of these questions point to potential bottlenecks, inefficiencies, errors and—most importantly—lost revenue. Redwood gets to the heart of the problem by automating your meter-to-cash processes.

Build a More Powerful Revenue Engine

Redwood's meter-to-cash automation solutions provide you with exactly what you need:

Automated, event-driven meter data processing: Prevent time-consuming backlogs and delays based on batch timing, ensuring speed and reducing run times by 50 to 75 percent.

Flexible, business rule-driven process management: Eliminate the need for constant manual intervention and quality checking, improving accuracy by 40 to 60 percent over "eyes-on" oversight.

Complete visibility for regulatory compliance: Enforce the rigorous process standards required in highly regulated industries like utilities, increasing transparency and control to reduce fines and manual compliance checks.

We help you gain complete control, making this critical process more repeatable, more accurate and altogether faster from start to finish. Redwood provides you with the horse power to turn this critical process into a streamlined, integrated revenue engine.



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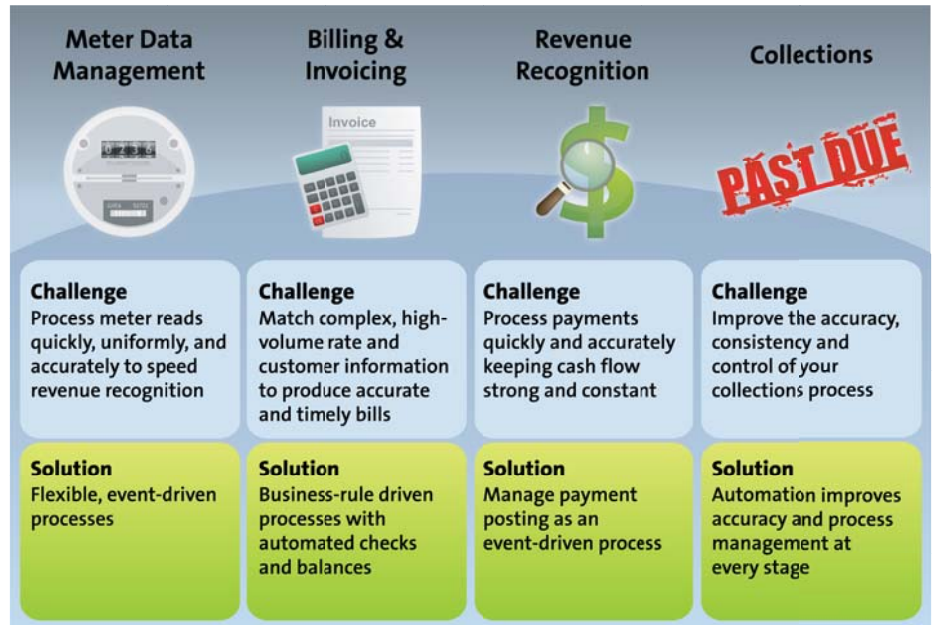
Time is Money

Meter-to-cash is the revenue engine that powers the utility industry. Redwood helped one of the largest utility companies in the western United States automate and streamline this critical business process. The utility's existing job scheduling tool was too limited and rigid to accommodate the constant and variable data flow from their customers' meters. As a result, billing and invoicing was often delayed by several hours and catching invoice mistakes was an intensive, manual task.

With Redwood process automation, the utility company now accurately and uniformly processes \$40 million in billable meter data every day in real time—as it arrives—significantly shortening the invoicing cycle. Redwood also streamlined their billing and invoicing process—increasing accuracy and visibility, speeding cycle times again and reducing costs even more. All told, the utility has removed a full day and a half from their meter-to-cash process—a savings that's directly reflected in their bottom line.

What Matters Most

Your meter-to-cash process is your revenue engine. If it's not properly tuned, it's costing you money. Redwood can help you get maximum mileage from your utility business processes. Our customers see it every day.



Utilities: Meter-to-Cash - Process Challenges and Automated Solutions

What This Means to You

Redwood's superior automation solutions help you optimize your processes, making them more manageable, more agile and continually improving within your business. For utilities, this means that you will:

- Recognize more revenue, faster
- Cut meter read-to-billing time significantly, even in highly complex meter-to-cash environments
- Improve the accuracy of customer dunning runs, reducing the cost of erroneous shut-offs
- Provide end-to-end visibility into your meter-to-cash process
- Establish an agile, fully-automated, end-to-end process that is event, rather than batch driven

Is your meter-to-cash process where it should be? Turbocharge it with Redwood.