CASE STUDY

Digitise the billing lifecycle to accelerate revenue collection while customers optimise their costs.

ICEUTILITY

The Objective

A large-scale southern African-based property utilities management company's ageing legacy technology and outdated code was unstable and affecting their service delivery to customers.

They needed to upgrade their technology to grow the organisation and future proof their investment.

Mozambique and Zimbabwe's local government property taxes and billing systems were largely paper-based or processed on outdated technology.

They needed to refresh the technology stack to improve service to citizens.

It can be implemented as a total standalone solution or to interface with external systems for payment collection, customer relationship management, financial management, accounting and/or inventory management.

ICT Utility was implemented to provide clients with accurate billing for complex tariff structures: gas supply and distribution, water, sewerage, electricity, heating, rates and taxes.

ICE Utility was implemented at four municipalities to upgrade and digitise their legacy and paper-based systems billing and licence-based systems.

Actions Taken

ICE Utility is a high-volume integrated billing solution that manages and streamlines the full billing lifecycle for customers and properties, from meter readings to billing and payment collection for landlords, tenants, management agents, municipalities and utility service providers.

Its highly scalable and configurable architecture easily accommodates system enhancements, new business processes, changing field labels, field logic, etc., and is quick to deploy in demanding client environments.

Results

The company radically improved client satisfaction by implementing the client self-service portal which allows customers to slice and dice their consumption data so they can adjust usage patterns for better cost management.

The municipalities improved their revenue and citizen experience by providing accurate billing of shop licencing, vehicle licencing, billboards, water, electricity, property rates and taxes. They were also able to supply official invoices and permits directly from the ICE Utility system.

ICE Utility's proven capacity:

65 MILLION
Transactions across six systems

9 MILLION
Intergrations between systems for these transactions