THE FINALIZATION OF CROS BILLING EXTENSION IN ALL THE FOUR COUNTIES OF

ELECTRICA BANAT

Electrica Banat is one of the eight branches appeared as a result of The National Society Electrica's reorganization. Electrica Banat covers four counties: Timis, Arad, Hunedoara and Caras with more than 850.000 consumers divided on 780.000 domestic consumers, 60.000 small business consumers and 700 large companies consumers.

At the beginning of the year, CRIsoft and Electrica Banat are proud to announce the finalization of CROS "Furnizare, Facturare si Relatii cu Clientii" - Billing and Customer Relationship Management rollout within the four counties of Banat. The integrated solution provided by CRIsoft covers all the usual activities specific to a public utilities company including clients and meters units management, contract management, readings, consumption computing, invoicing, sold and customer relationship management.

At the moment, within Electrica Banat the invoice can be paid at any payment desk in the county, the client has the safety that the invoice is correct and reflects the exact quantity of electric power that he consumed, the payment method has been optimized, the clients questions and are answered easily - by checking the database from the payment desk, the historic of all consumptions, using comparisons on different periods - or can be established whether there is an anomaly that need a field check.

Using all the advantages offered by the integrated system CROS Billing, Electrica Banat can issue invoices with multiple balance, having the possibility to partially cash the invoice according to cashing priorities. Within the CROS system, can be obtained synthesis information for management reports, the managers having now at their disposal an excellent instrument for decisions support.

All these advantages lead to the improvement of the relation with the consumers at Electrica Banat, but also to the transparency of the way the services provided to the consumers are invoiced.

CROS Billing and Customer Relationship Management:
- allows a fast return on investment (ROI) through the decrease of the commercial cycle, as well as a performant management of cashings and balance
- proved to be a top informatic solution to improve the services for a public utilities company
- the automatic check and join of all data within the system to be used in decisional processes
- an increased safety of all data through the use of Oracle technology.

With more than 12 years experience on Romanian IT market, CRIsoft (www.crisoft.ro) provides an integrated system - CROS (CRIsoft Organization Server), able to sustain all the processes within an organization, to adapt itself to their requests in order to increase the efficiency and allow a better management.