GMCS

KAMCHATSKENERGO
Digital Services for the Energy Sector

BACKGROUND

PJSC "Kamchatskenergo" is the main electrical power supplier within Kamchatka territory. PJSC "Kamchatskenergo" is a subsidiary of RAO Energy System of East.

PJSC "Kamchatskenergo" has launched several digital services in order to improve B2C service: personal account and chatbot. For this purpose, the VerEx Platform-based solutions were used.

RESULTS

- Development of digital customer communication channels
- Prevention of accounts receivable occurrence
- Improved access to information

Cooperation with GMCS continues.

Personal Accounts for

5 000+

Users

COMPANY WITH A CONSOLIDATED HISTORY

PJSC "Kamchatskenergo" is a subsidiary of "RAO Energy Systems of the East" which specializes in electrical and thermal power generation, transmission and distribution, energy supply in accordance with the fixed tariffs as well as provides operation and maintenance services.

In 2019, the enterprise celebrated its 55th anniversary. Today Kamchatskenergo constructs modern substations and new boilerhouses, builds power transmission lines, modernizes auxiliary equipment. Special attention is given to business processes automation. In the context of the Digital economy national program implementation, the enterprise faces new challenges.

Kamchatskenergo has decided to improve B2C service due to the introduction of modern digital services. To date, consumers do not always have enough time to visit the service office. For remote areas of the peninsula is difficult to reach the nearest office. Kamchatskenergo has concluded to modernize the customer service experience – personal accounts for customers make it more functional and convenient. Besides, the enterprise has decided to extend the existing ways of meter reading submission (by calling a hotline, SMS message or personal appearance at the office) and design a chatbot based on a popular messenger.

Kamchatskenergo has started cooperation with GMCS since 2011. GMCS participated in billing system implementation project. The comprehensive solution supports the calculation of electric and thermal power bills: meter readings collection and validation, billing, acceptance of payments (via terminals, cash desk, on operating account), contract management, claim activity, commercial balance calculation (the analysis of energy served and consumed), automatic bank statements import and their intellectual examination with matching, analytics reporting.

// EXHIBIT 1 //

Fig. 1. Personal Account Design

Understanding of power business and capability of the VerEx Platform have enabled to propose the most preferable options in order to meet the established goals.

PERSONAL ACCOUNTS

The new personal account allows you to deal independently with almost all the issues concerning electric and thermal power consumption. It enables customers to send meter readings, download a copy of the receipt, receive a payment document by e-mail, and see the payment history. Receipts are available in the personal account the next day after the payment has been made. Consumers can see the payment document before it gets to them in the mailbox.

The updated personal account has rapidly gained in popularity – by early June 2019 over 5,000 consumers fully assessed the benefits of the new personal account.

To work in a personal account the customer first need to sign up. This process is quite simple - automatic pop-ups help to fill in all the spaces needed. To be registered, the customer enters their e-mail, provides a receipt with a unique number, and a phone number to receive an access code. If the customer has difficulties while signing up, he can contact a call center and operators will assist in creating a personal account and explain how to use it.

CHATBOT WILL RECEIVE METER READINGS

One more digital service that has been deployed on the basis of "VerEx. Robotic Services Platform" is a Viber chatbot. The chatbot robotizes customer information management and support services.

Available 24/7, it improves customer service quality and helps to prevent the receivables occurrence. The problems of non-payment

and untimely meter reading submission are among the most urgent ones for the energy sector. Chatbot is a good way to guarantee customer feedback. It allows sending notifications on prompt meter reading submission and other messages.

When developing the personal accounts and chatbot, we paid special attention to the security of personal data. To join the Viber public account of Kamchatskenergo, you need to go to the app and scan the QR code. Link to the QR code and User Manual are located on the main page of the Kamchatskenergo official website.

After scanning the QR code, the chatbot will offer you to enter your personal account, a unique receipt number and a payable amount. Further, you can use the chatbot service without additional authorization, send meter readings in real time and find out about the presence of debt.

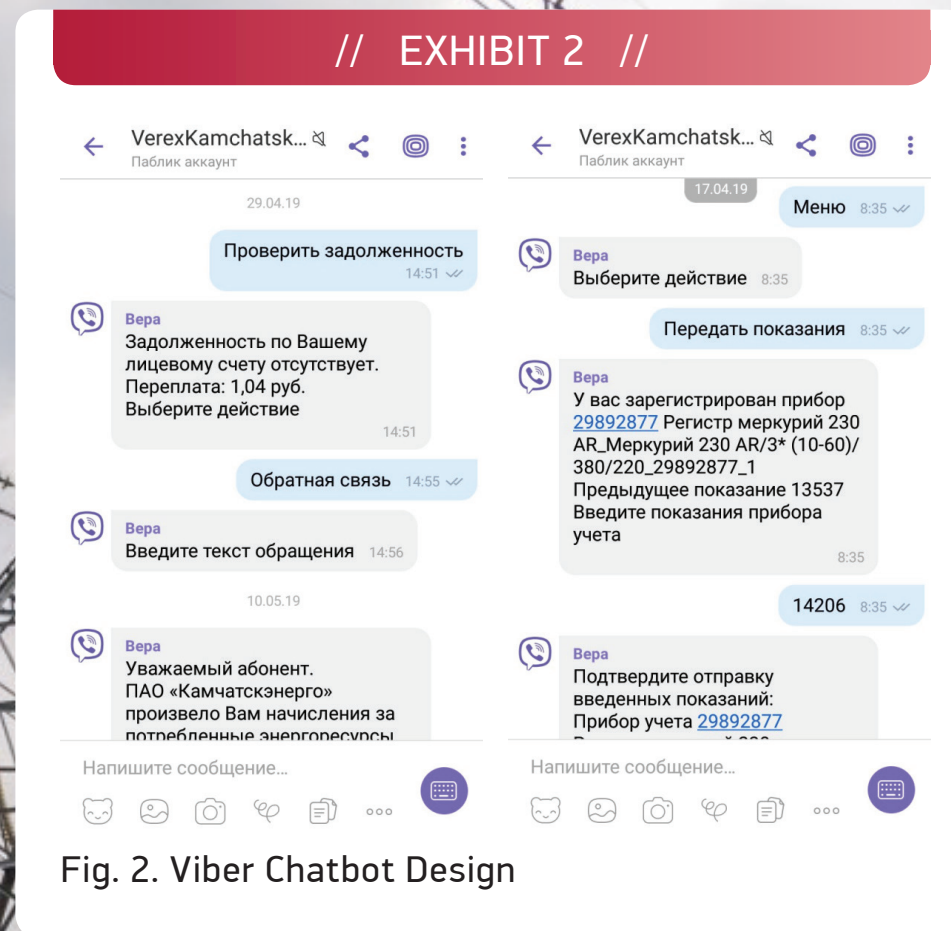*When preparing the material, the data from the PJSC "Kamchatskenergo" website were used.*

Fig. 2. Viber Chatbot Design

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For more information, please visit:

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GENERAL INFO

GMCS – a leader in business applications implementation, software development and application management. GMCS is a member of Sovcombank Group, one of the largest privately owned banks in Russia.

GMCS helps customers accelerate their digital transformation using technologies and solutions from leading suppliers, as well as the company's proprietary solutions. Founded in 1997, the company has extensive experience working with major companies in various sectors and countries. GMCS is a partner of the leading Russian and international software vendors (Microsoft, IBM, SAP, Qlik, MECOMS, UiPath, River Logic, AnyLogic, BOSS. Personnel Systems, etc.).

GMCS is a developer of VerEx Platform – solutions designed for enterprise management automation. VerEx Platform is included in the Unified Register of Domestic Software.

The company is headquartered in Moscow, branches - in St. Petersburg, Penza, Perm and Kazan.