



# CC&B application upgrade and migration

## Consulting case study

April 29, 2024

### Key takeaways

- One of the nation's largest investor-owned utilities wanted to improve its customer care and billing (CC&B) system's disaster recovery capabilities and performance
- [E Source's expertise](#) and deep understanding of the existing systems saved the utility **\$7 million** in cost and improved the CC&B system's efficiency and reliability
- The upgrade and migration shortened disaster recovery time **from 24 hours to under 4 hours**, improving response and stability

### The challenge

An existing E Source client needed a CC&B upgrade to meet Tier 1 requirements and ensure a better disaster recovery strategy. The upgrade included a migration of the CC&B system to the utility's new data centers and improved reliability of supporting mission-critical applications.

### The solution

The utility partnered with E Source to lead the program, which included:

### Transform your customer care and billing

Contact our team to learn more about our expertise and how we can help.

- Program management
- RFP completion
- Vendor identification
- Governance model setup
- Data migration and validation
- Change management
- Testing and training
- Technical guidance

Bringing prior experience with the utility's CC&B system, E Source delivered the project at a better cost than the previous upgrade.

E Source facilitated the vendor selection process, conducting a three-month pilot with different infrastructure vendors before choosing the best hardware for the upgrade.

## **The results**

The utility's system successfully met the disaster recovery requirements to achieve Tier 1 status, ensuring its resilience and ability to recover within the desired timeframe.

Results from the CC&B upgrade include:

- Shortened disaster recovery time from 24 hours to under 4 hours
- Improved response times of billing jobs and online transactions by 60%-70%
- On-time and on-budget delivery

Following this project's success, E Source is helping the utility plan a move to C2M (customer-to-meter).