

# CICOD<sup>TM</sup> 1.0

## Business Support System

Fully Intergrated Modules with the option to choose!

## The Electricity Distribution Business Use Case




**CRM - PC  
TERMINAL**

CUSTOMER MANAGEMENT



**ENERGY MANAGEMENT  
CONTROL CENTER**

FORECAST → ACQUIRE  
DISTRIBUTE → MEASURE



**UNIFIED COLLECTIONS  
GATEWAY**

MULTI-PAYMENT SINGLE VIEW



**INVENTORY  
MANAGEMENT  
SYSTEM**

STOCK LIFECYCLE MANAGEMENT



**VOUCHER  
MANAGER**

VOUCHER LIFECYCLE MANAGEMENT



**WORKFORCE  
MANAGER**

BUSINESS PROCESS AUTOMATION



**WORKFORCE  
MOBILE**

FIELD FORCE MANAGEMENT



**ENTERPRISE  
SERVICE BUS**

SOA INTEGRATION PLATFORM



**BUSINESS  
INTELLIGENCE**

KEY PERFORMANCE INDICATORS



**CALL  
CENTRE**

REMOTE CUSTOMER SERVICE



**BILLING  
& ACCOUNT RECEIVABLES**

UTILITY BILLING



**SELF CARE**

MOBILE AND ONLINE

**CICOD<sup>TM</sup> 1.0**

## Business Support System

Fully Intergrated Modules with the option to choose!

# Content

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- ③ Customer Care
- ④ Commercial
- ⑤ Customer Segmentation
- ⑥ Operations And Maintenance
- ⑦ Finance/Accounts
- ⑧ Vendor Finance
- ⑨ Audit And Compliance
- ⑩ Projects
- ⑪ Inspection And Quality Assurance
- ⑫ Human Resource (HR)
- ⑬ Corporate Communications
- ⑭ Information and Communication Technology (ICT)



# CUSTOMER CARE

## Business Process and Use :

### Call Centre

- The CRM module provides quick access to all Customers details
- Check customer billing invoice over a period of time
- Create and view complaints for customers
- Check customers payment history
- Anonymous fault reporting
- Anonymous fraud reporting

### Work Force Manager (WFM)

- Manage customer complaints effectively
- Update customers on the progress of the complaints lodged.
- Provide access to customer details such as billing information, payment invoice and ticket lists.
- Generate NERC reports

### Selfcare (Used by Customers)

- Meter ordering
- Bill payments
- View payment history
- Faults and Complaints reporting
- Add multiple accounts
- Pay into multiple accounts



#### Features

- Work Order Management
- Queue Management
- Issue Tracking
- Ticket Management
- Internal Communication
- External Communication
- Customer Management
- Team Management
- File Management
- Inventory Approval Management
- Schedule Management
- Resource Allocation Management
- Reports



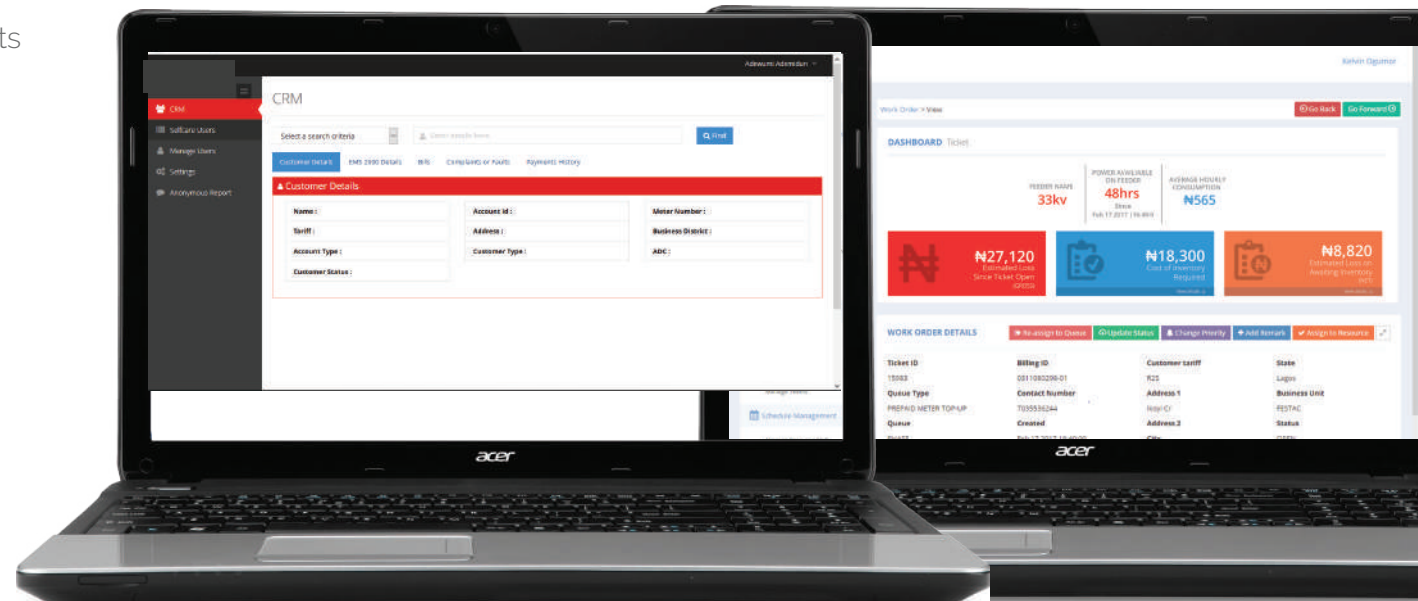
#### Features

- Customer Details
- Payment History
- Fault and Complain History
- Report Complain or Faults
- Anonymous Report



#### Features (Used by Customers)

- Meter Ordering
- Payment History
- Fault Reporting
- Report Complaints
- Paybill Payment
- Get Transaction Receipt
- Add Related Accounts





# COMMERCIAL/BILLING

## Business Process and Use :

### EMCC , Customer Management and Billing

- Forecast revenue based on power purchased and optimized distribution
- View power availability
- Tariff management
- Adjustments
- Manage customer load profile for un-metered customers
- AMR for enegy audit
- Meter reading
- Mediation Data- Where readings for Offline PostPaid Meter Readings, Online PostPaid Meter Readings, Offline Prepaid Vend are submitted
- Estimated Consumption simulation
- Enumeration - Capture & validation of customers.
- Approval and Rejection of customer network assets
- Customer Index number generation
- Asset marking

### Work Force Manager (WFM)

- Customer order fulfillment of meters/meter rollout management
- Resource management for customer engagement i.e meter installation and prioritised fault resolution
- Manage disconnection and reconnection orders
- Opportunity cost analysis on late fault resolution and awaiting inventory in store



#### Features

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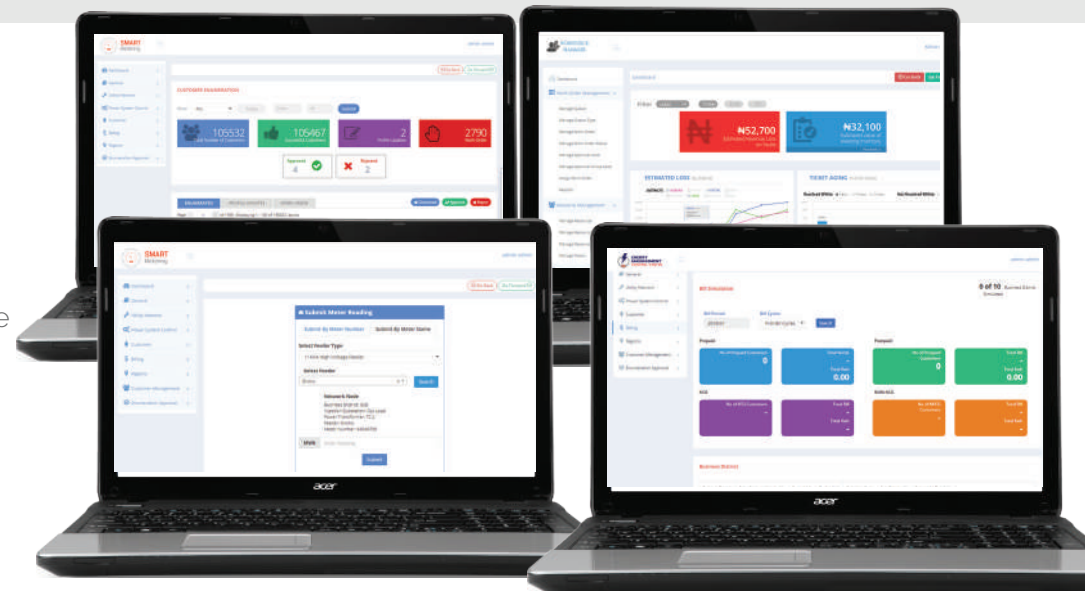
#### Features

- Forecast
- Bulk Purchase & Distribution Management
- Asset Provisioning
- Manage Power
- Consumption Measurement
- Outage Management
- Power on-Demand Scheduler
- Energy Audit
- Unified Advanced Metering
- Infrastructure Interface
- Customer Network Broadcast
- Customer Account Management
- Power Availability Management
- Customer Enumeration



#### Features

- User Management
- Product / Tariff Management
- Customer Management
- Accounts Receivable
- Dunning
- Billing
- Adjustments - Kwh or Amount,
- Promotions - Discounts or Rewards
- Grid Meter Readings
- Distribution Transformer Readings
- Mediation Data:-  
Offline PostPaid Meter Readings  
Online PostPaid Meter Readings  
Offline Prepaid Vend - kwh  
Online Prepaid Vend & Load- kwh  
Estimate Consumption
- Est. Consumption Simulation
- Bill simulation
- Delinquency Report
- Bill Cycle



## DISCO DEPARTMENT

# CUSTOMER SEGMENTATION

Residential / Business / Government  
Postpaid / Prepaid

## Business Process and Use :

### Work Force Manager (WFM)

- View Customer transaction history
- Create complaints for customers.
- Enables quick resolution of all customer complaints on queue
- Assigns work orders to various resources for resolution.
- Manage field resource

### EMCC is used to:

- Monitor and review all consumption data against energy audit before approval for billing
- Export the readings for billing purpose
- Validate power availability on customer feeder

### Android terminal

- Provides access to customer details on the field
- Capture Meter Image and Submission of meter readings
- Bills payment processing
- Spot Billing

### Work Force Mobile

- Used by dedicated field force for quick resolutions and approvals from back office
- Used to view and request materials from store

## CICOD SYSTEMS



#### Features

- Work Order Management
- Queue Management
- Issue Tracking
- Ticket Management
- Internal Communication
- External Communication
- Customer Management
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- File Management
- Inventory Approval Management
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#### Features

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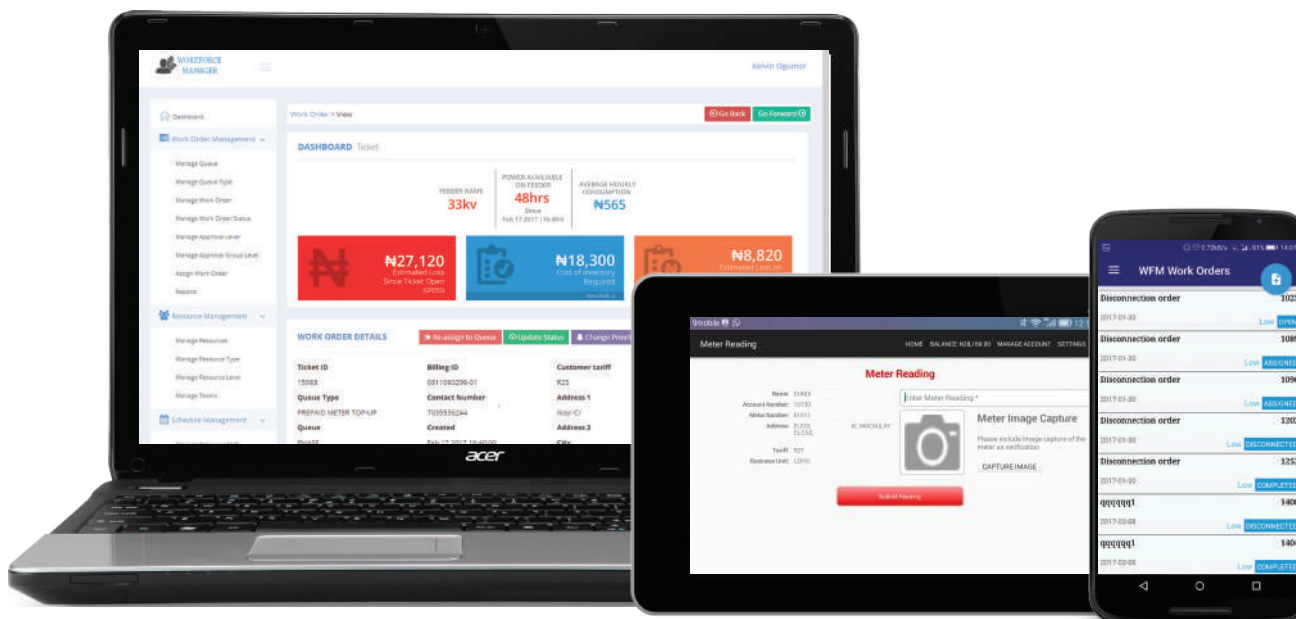
#### Features

- Customer Management
- Bill Payments
- Generate Voucher
- Generate Token
- Report Faults



#### Features

- Work Order Management
- Meter Reading
- Request Inventory
- Internal Communication
- External Communication
- Location Management



## DISCO DEPARTMENT

# OPERATIONS AND MAINTENANCE

Planned Maintenance/Fault Management  
Protection and Testing/Power System Control

## Business Process and Use :

### Work Force Manager (WFM)

- Enables the timely management and tracking of faults from creation to resolution
- Approval process management for requesting materials from store
- Field resource utilization tracking and optimization
- Permit request and authorization lifecycle management
- Internal communication issues logging
- Generate report

### EMCC

- Records power purchase
- Manage power distribution between injection substations and feeders based on business intelligence
- Single view AMR recording versus District Substation Operator actions
- Automatic load schedule management
- Define and monitor high priority feeders (Always ON)
- Automated on/off feeders for transmission outage
- Log reason for outage
- Records feeder load, grid meter reading and power availability
- Network Broadcast on fault

### Work Force Mobile

- Used by dedicated field force for quick resolutions on fault issues
- Request for permit and report fault
- Used to view and request materials from store
- Internal communication issues logging

## CICOD SYSTEMS



**WORKFORCE  
MANAGER**

BUSINESS PROCESS AUTOMATION

#### Features

- Queue Management
- Fault Lifecycle Management
- Resource Allocation Management
- Work Order Management
- Issue Tracking
- Ticket Management
- Schedule Management
- Customer Management
- File Management
- Internal Communication
- External Communication
- Reports



**WORKFORCE  
MOBILE**

FIELD FORCE MANAGEMENT

#### Features

- Work Order Management
- Meter Reading
- Request Inventory
- Internal Communication
- External Communication
- Location Management



**ENERGY MANAGEMENT  
CONTROL CENTER**

FORECAST ACQUIRE  
DISTRIBUTE MEASURE

#### Features

- Forecast
- Bulk Purchase & Distribution Management
- Asset Provisioning
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- Customer Enumeration



## DISCO DEPARTMENT

# REVENUE RECOVERY /ASSURANCE AND FRAUD MANAGEMENT

## Business Process and Use :

**EMCC** is used to:

- Manage Delinquency report

### Work Force Manager (WFM)

- Create disconnection work orders from delinquency list uploaded/generated,
- Manage disconnection/reconnection process
- Assign disconnection work orders to resource

### Work Force Mobile

- Manage disconnection work orders
- Generates order id for IGR payments

### Unified Collection Gateway (UCG)

- Track order id payments

## CICOD SYSTEMS



**WORKFORCE  
MANAGER**

BUSINESS PROCESS AUTOMATION

#### Features

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**ENERGY MANAGEMENT  
CONTROL CENTER**

FORECAST ACQUIRE  
DISTRIBUTE MEASURE

#### Features

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**UNIFIED COLLECTIONS  
GATEWAY**

MULTI-PAYMENT SINGLE VIEW

#### Features

- Real-time Cash Management
- Cash Office Management
- Revenue Assurance
- Real Time Bank Balance (Zenith Bank Xpath)
- Reports Dashboard
- Channel Partner Management
- Global Accelerex POS Integration (Straight Through Processing)
- Real-time NIBBS Ebills
- Real-time Interswitch Quickteller.com
- Real-time Web Payment
- Real-time SMS Payment
- Real-time Voucher
- Electronic Wallet

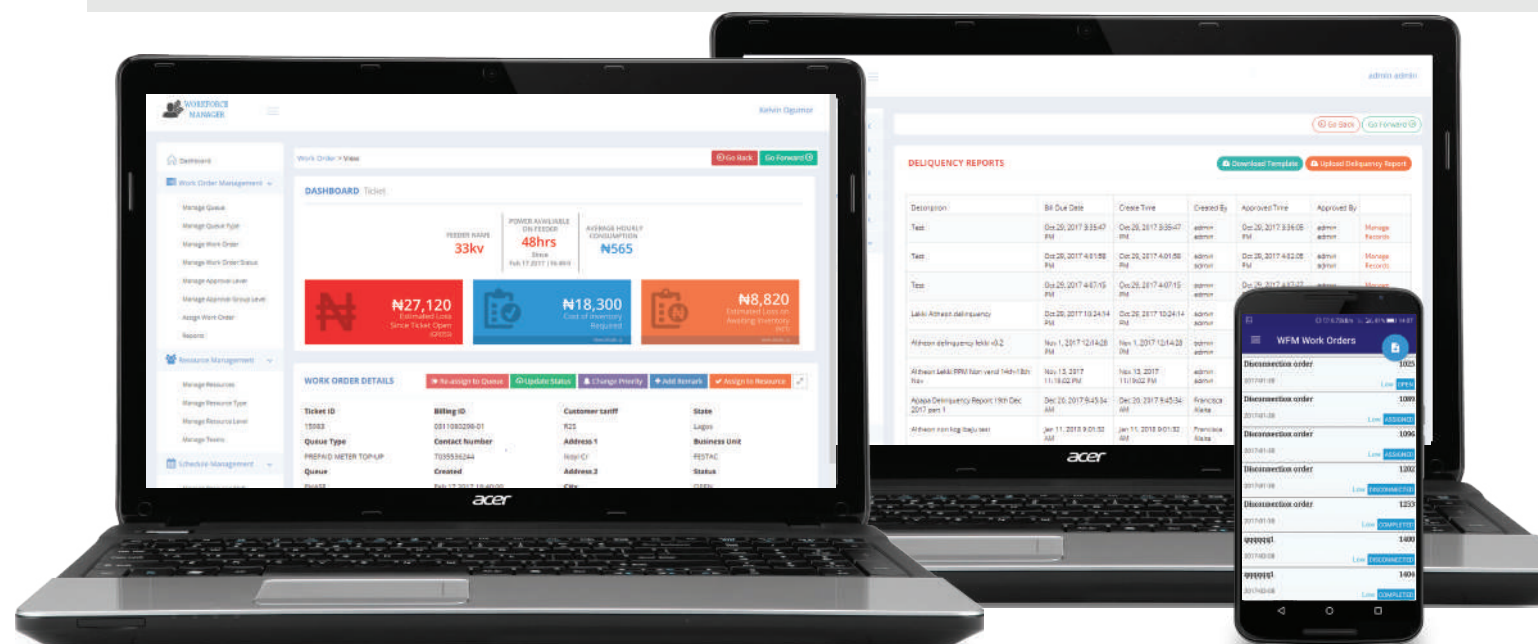


**WORKFORCE  
MOBILE**

FIELD FORCE MANAGEMENT

#### Features

- Work Order Management
- Meter Reading
- Request Inventory
- Internal Communication
- External Communication
- Location Management





## DISCO DEPARTMENT

# FINANCE/ACCOUNTS

## Business Process and Use :

### Unified Collections Gateway (UCG)

- Provides single view treasury dashboard across all bank accounts and collection channels
- Provides channel partner and wallet management
- Monitors cash intake and cash in transit
- Reconciliation management
- Monthly variance reporting
- Real time collection (Prepaid and Postpaid) tracking per channels
- Real time IGR tracking (Loss of revenue, penalty and reconnection fee)

### Work Force Manager (WFM)

- Lifecycle management of uncredited payment complaints from customers
- Internal workorder request and approval

### Inventory Management System (IMS)

- Budget - Usage trend on materials
- Validation of new goods recieved into the store
- Asset management

### PC Terminal

- Cashier terminal for collections using cash or card
- Report customers complaints from cash office
- Raise internal fault from cash office
- Customer management

## CICOD SYSTEMS



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#### Features

- Customer Management\*
- Bill Payments\*
- Generate Voucher\*
- Generate Token
- Report Faults



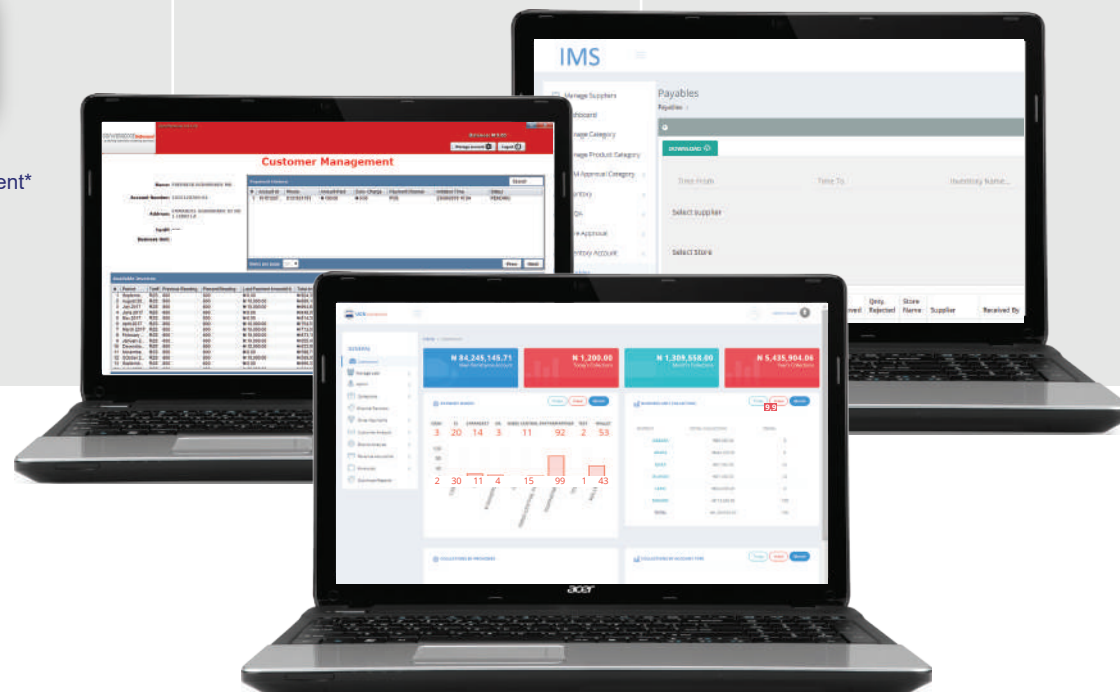
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- Work Order Management
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#### Features

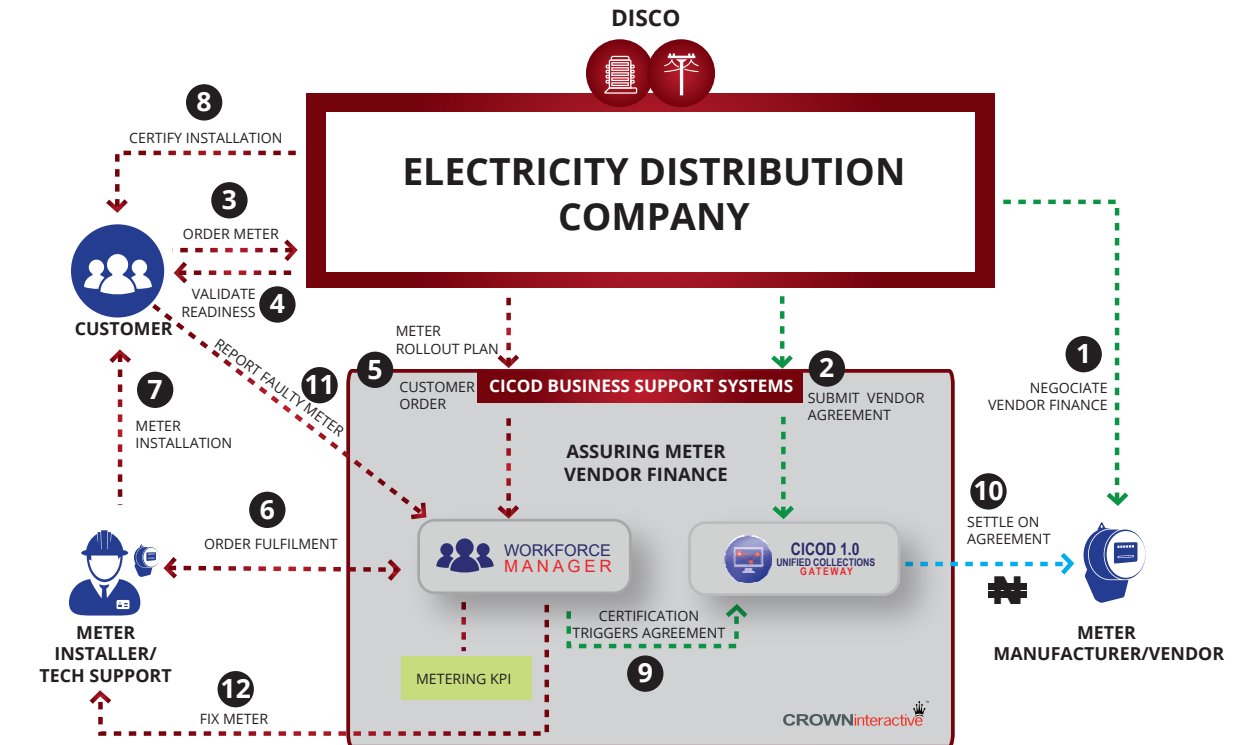
- Stock Management
- Provisioning
- Inventory Lifecycle (Track & Track)
- Alerts
- Reports
- Multi Store Management
- Bin Card view of Material
- Inventory Accounts
- Export data as Spreadsheet
- Fine Categorization of Material
- Material reservation for Issuance
- Issuance of Material and Waybill
- Printout
- Standalone and Integratable to other System



# VENDOR FINANCE

## Business Process and Use :

- 1 Negotiate Vendor Finance:** Negotiate with meter vendors to supply and install meters on-demand and get paid monthly from the revenue generated from the meter.
- 2 Submit Vendor Agreement:** Terms of the agreement to be setup on the system.
- 3 Order Meter:** Customer may therefore order meters from the DISCOs channels online, customer care office or via channel partners and these orders are submitted into Work Force Manager (WFM).
- 4 Validate Readiness:** The DISCOs visits the customer to validate the request and readiness of the property. The DISCOs shall also be required to do the same for their meter rollout plan.
- 5 Meter Rollout Plan & Customer Order:** Successfully validated customers are then updated in WFM with a status confirming the metering order.
- 6 Order Fulfilment:** The meters are then shipped to an agreed DISCO location and programmed ready for installation.
- 7 Meter Installation:** The installer agrees an installation date with the customer. On the installation date, the meter is picked up and taken to the customer premise for installation. The installer provides a status update on the system.



- 8 Certify Installation:** The DISCOs are required to certify every installations done by the vendor before the meter is confirmed as meter commissioned. The DISCO shall be required to certify the meters within an agreed period.
- 9 Certification Triggers Agreement:** Once the status has been certified, the contract agreement is triggered for that customer. This officially entitles the Vendor to the agreed share of the customer's payments from the DISCO's portion of the revenue.
- 10 Settle on Agreement:** The settlement report is then made available to the bank for settlement to the vendor as agreed.
- 11 Report Faulty Meter::** The customer reports a fault on the meter using any of the channels link through to WFM.
- 12 Support Faulty Meter:** The dedicated technical support team of the vendor respond in resolution to the meter fault based on the agreed SLA of a working meter within the duration of the contract agreement.

## DISCO DEPARTMENT

# AUDIT AND COMPLIANCE

## Business Process and Use :

### Work force manager

- Lifecycle management of internal and external fraud complaints
- Ensure compliance to business processes
- Generate audit trail reports on automated business process activities

### Unified Collection Gateway (UCG)

- Financial audit transaction trail

## CICOD SYSTEMS



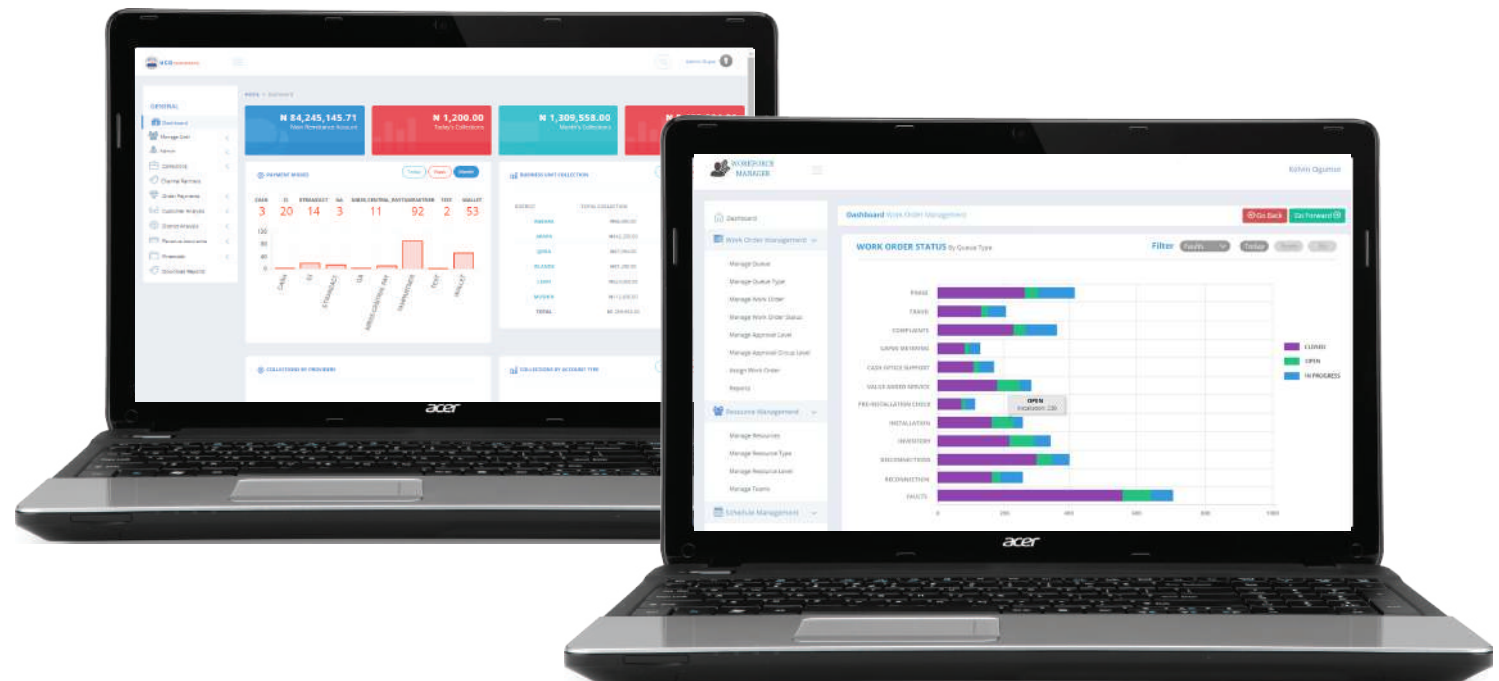
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# PROJECTS

## Business Process and Use :

### Inventory Management Systems (IMS)

- Budget and Proposal creation
- Stock level assesement for planning
- Recommend new Inventory

### Work Force Manager (WFM)

- Assigns work orders to project officers
- Inventory request and approval for project execution.
- Tracks the progress of the work order and add remarks for internal communication.



#### Features

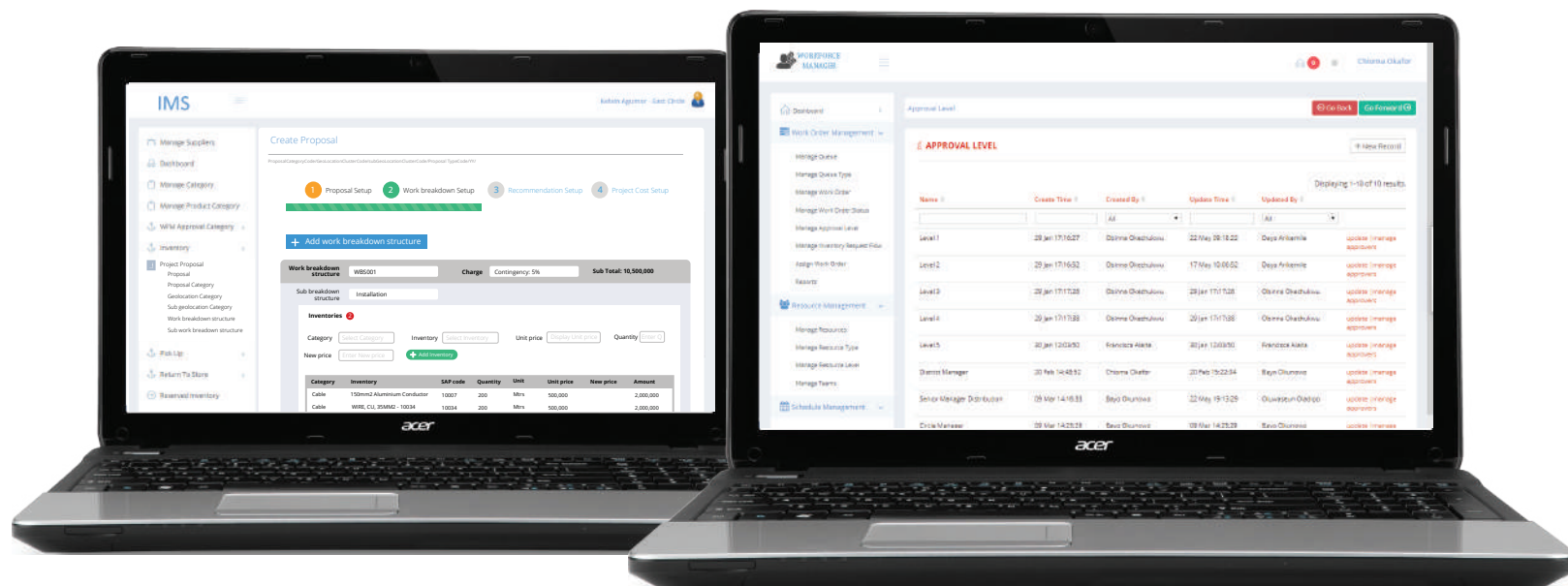
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- Reports



#### Features

- Stock Management
  - Provisioning
  - Inventory Lifecycle (Track & Track)
  - Stock Level Alerts
  - Reports
  - Multi Store Management
  - Bin Card view of Material
  - Inventory Accounts
  - Export data
  - Supplier Management
  - Material reservation for Issuance
  - Issuance of Material
  - Waybill Printout
  - \*Project Material Costing
- Standalone and Integrable to ERP Systems

\*Coming soon





# INSPECTION AND QUALITY ASSURANCE

## Business Process and Use :

### Inventory Manager System (IMS)

- Inventory tracking of items received into store
- Quality assesment and approval of inventory received into store
- Monitoring of inventory usage
- Quality check on items returned and transferred across stores.

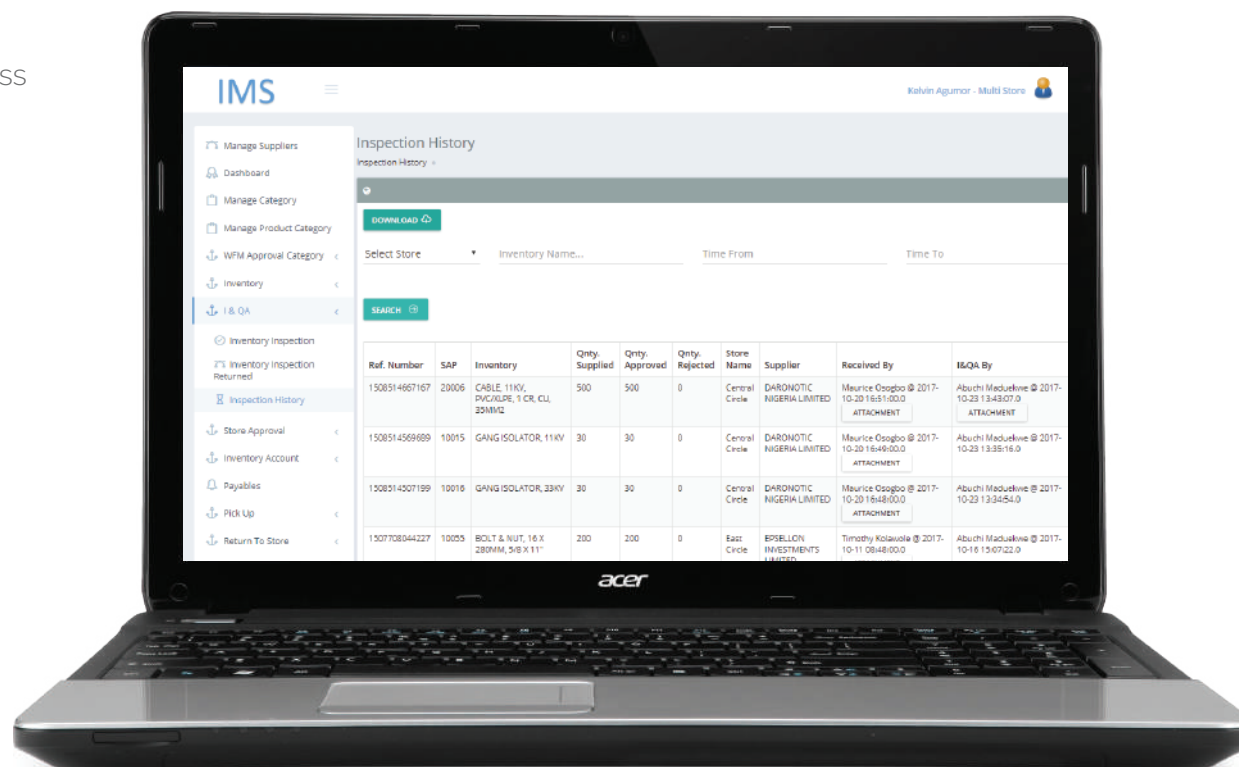


**INVENTORY  
MANAGEMENT  
SYSTEM**

STOCK LIFECYCLE MANAGEMENT

#### Features

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- Inventory Approval
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## HUMAN RESOURCE (HR)

## Business Process and Use :

## Work Force Manager (WFM)

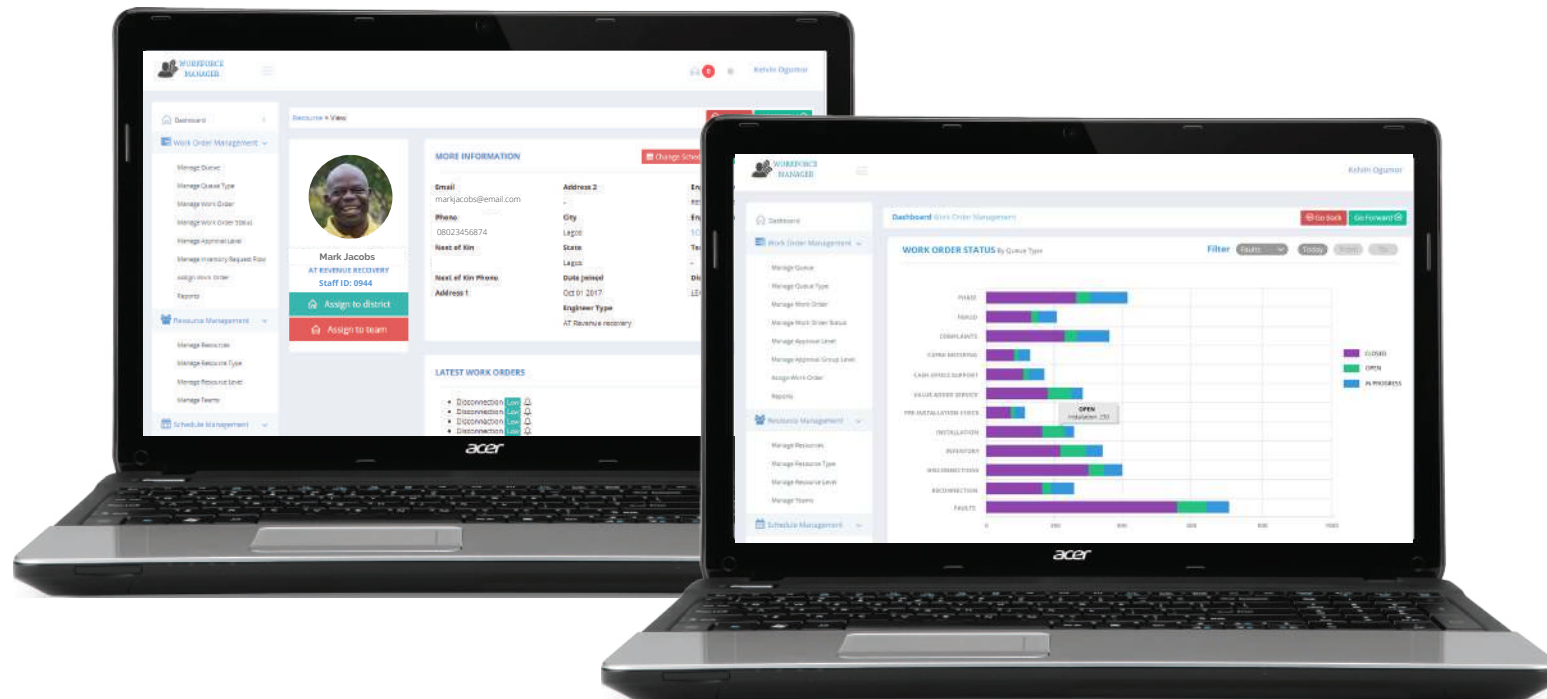
- Manage internal issues regarding staff misconduct
- Staff feedback, including suggestions and recommendations
- Manage internal and 3rd party staff validation module for customer remote verification
- Resource availability management
- Resource utilization management
- File management

# CICOD SYSTEMS



## Features

- Queue Management
- Fault Lifecycle Management
- Resource Allocation Management
- Work Order Management
- Issue Tracking
- Ticket Management
- Schedule Management
- Customer Management
- File Management
- Internal Communication
- External Communication
- Reports



## DISCO DEPARTMENT

# CORPORATE COMMUNICATIONS

## Business Process and Use :

### Work Force Manager (WFM)

- Creating and monitoring work orders for complaints received via social media
- Access to customer details

### Web Portal

- Informaion and news update

### EMCC

- Network Broadcast to profiled customers

## CICOD SYSTEMS



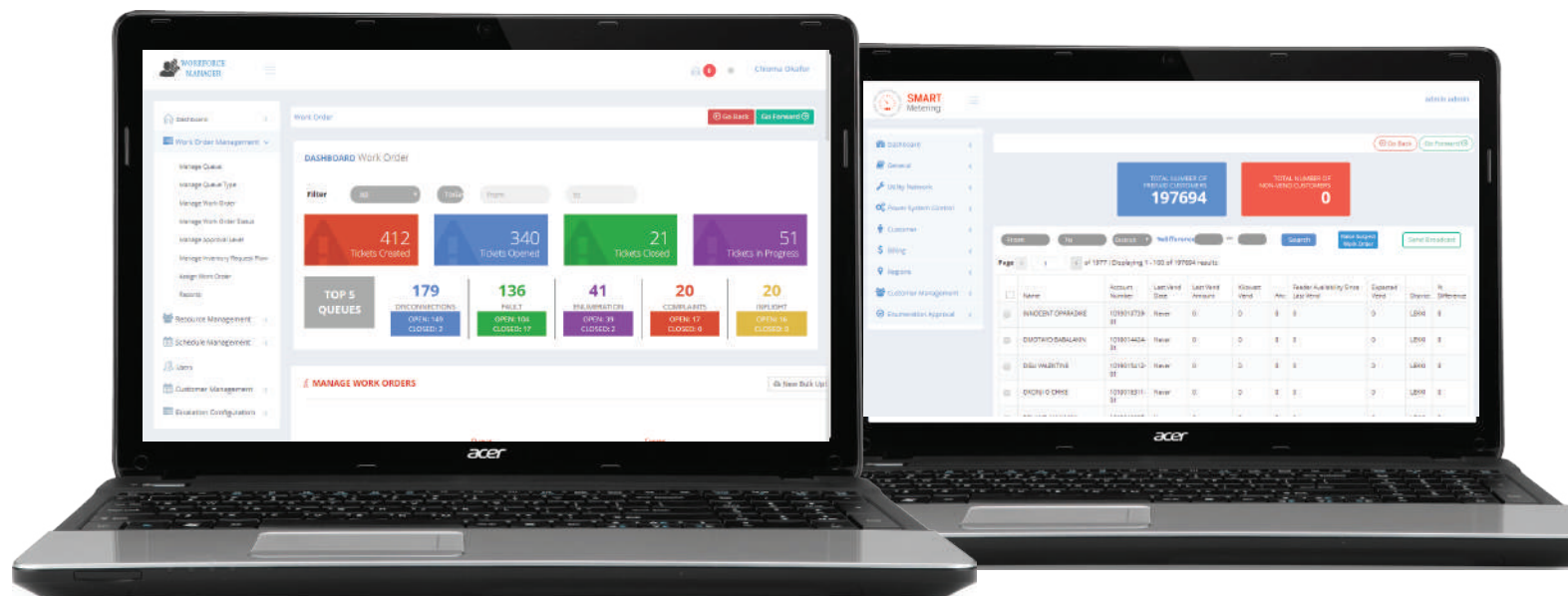
#### Features

- Queue Management
- Fault Lifecycle Management
- Resource Allocation Management
- Location Management
- Work Order Management
- Work Order Inventory Tracking
- Issue Tracking
- Ticket Management
- Schedule Management
- Customer Management
- Escalation Management
- File Management
- Internal Communication
- External Communication
- Reports
- Staff Verification
- Team Management
- Inventory Approval Management



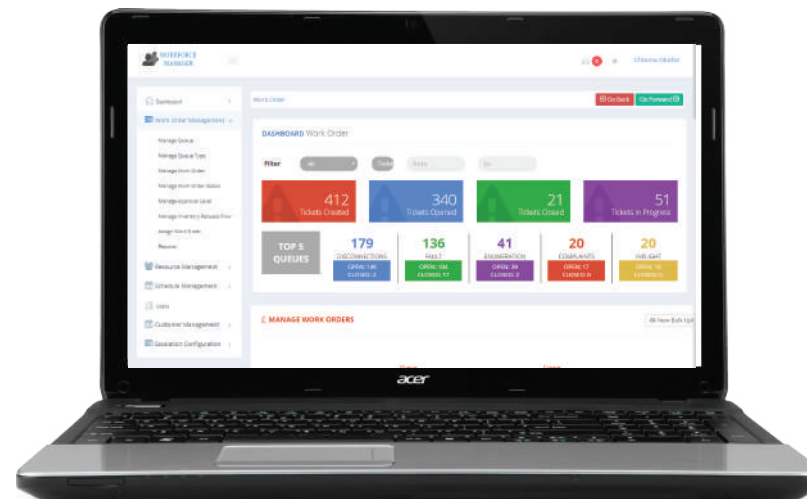
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The information technology department serves as the first line of support for all CICOD systems deployed for the DISCO.

- The life cycle of all issues raised are managed via the system
- Resources are assigned and tracked via the system



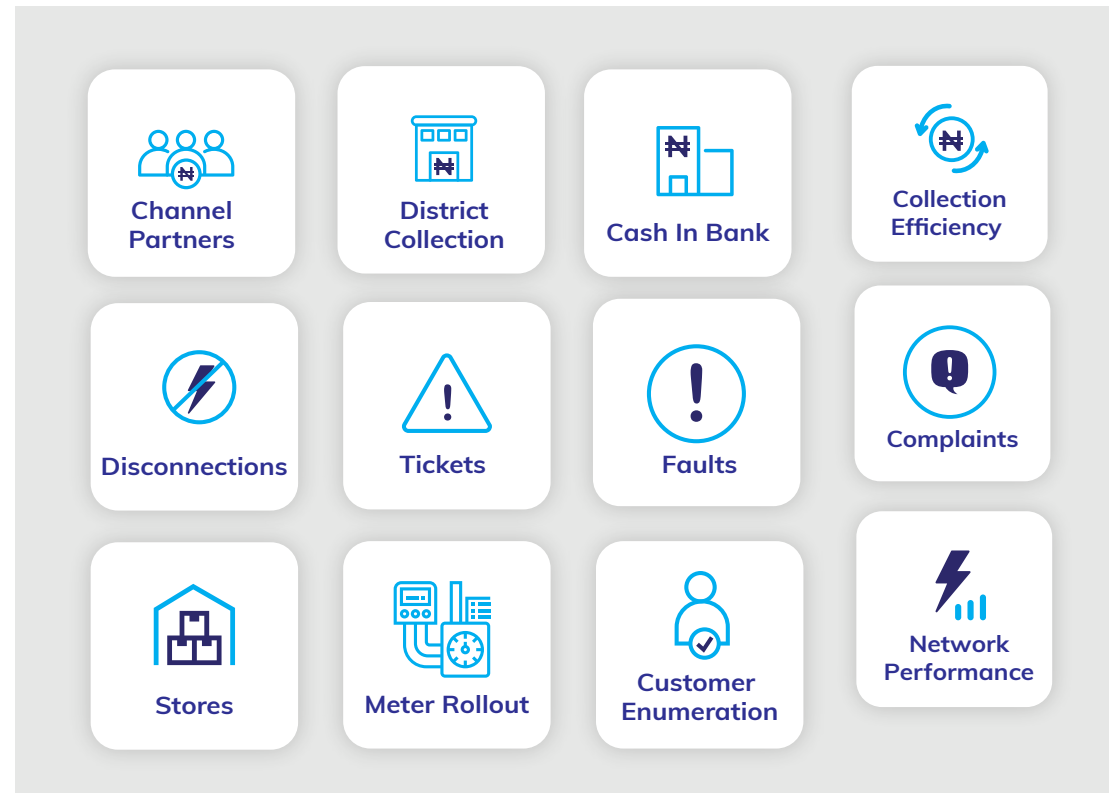
 <b>WORKFORCE MANAGER</b> BUSINESS PROCESS AUTOMATION	 <b>ENERGY MANAGEMENT CONTROL CENTER</b> FORECAST → ACQUIRE DISTRIBUTE → MEASURE	 <b>ANDRIOD TERMINAL</b> CUSTOMER MANAGEMENT	 <b>SELF CARE</b> WEB, MOBILE APP AND SMS
 <b>INVENTORY MANAGEMENT SYSTEM</b> INVENTORY LIFECYCLE MANAGEMENT	 <b>WORKFORCE MOBILE</b> FIELD FORCE MANAGEMENT	 <b>BILLING &amp; ACCOUNT RECEIVABLES</b> UTILITY BILLING	 <b>WEB PORTAL</b> RESPONSIVE WEB PORTAL
 <b>UNIFIED COLLECTIONS GATEWAY</b> MULTI-PAYMENT SINGLE VIEW	 <b>ASSET LOCATION CAPTURE</b> ASSET ENUMERATION	 <b>CALL CENTRE</b> REMOTE CUSTOMER SERVICE	 <b>BUSINESS INTELLIGENCE</b> KEY PERFORMANCE INDICATORS



# MANAGEMENT INFORMATION SYSTEM DASHBOARD

## Business Process and Use :

- A real time summary of all key business deliverables to aid in monitoring the DISCO's KPI performance.
- Real time tracking of all customer payments from all Channels: Web, Bank, Mobile, SMS, USSD via cash office, bank payments, voucher management, and over 10 web channel partners integrated to CICOD.
- **Cash in bank** - Real time view of DISCO's funds in IGR account, Energy account.
- **Collection Efficiency** - Real time tracking of DISCOs collection efficiency, billing efficiency and customer response
- **Inventory Life-cycle Management (Stock & Asset Management):** Real time tracking of an automated stock management process. Track every material released to where it is utilized.





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