

A major regulated private water company sought to enhance communications by outsourcing the design, production and delivery of statements, letters and notices. They required seamless integration with their other providers, ensuring compatibility across platforms and data integrity.

### CHALLENGE



The regulated private water company serves approximately 1.5 million people in California. Prior to engaging FSSI, their daily operations for the transfer, approval and release of bills were lengthy and cumbersome. In addition to streamlining processes, they required a provider to integrate bill printing services with their new electronic bill pay provider. The water company's statements were also outdated and didn't accommodate dynamic messaging.

### SOLUTION



The water company partnered with FSSI to evaluate their statement strategy and recommend ways to enhance operational efficiency and streamline production processes. To address their need for an efficient print and mail solution that integrated with other process providers, FSSI simultaneously worked with their providers to deliver a seamless transition during onboarding. FSSI also provided advanced solutions, such as digital dynamic bill messaging to enhance communication.

### INTEGRATED OUTSOURCING SERVICES RECOMMENDED

The large private water company sought an accelerated migration from their previous print provider, which included a dual initiative to integrate bill print services with their electronic bill provider. FSSI's team transformed and verified three years of historical data for seamless bill presentment and payment functionality. In addition to statement redesign, FSSI recommended add-on services that included integrating strategic message areas into bill statements based on business needs or marketing initiatives, managing letter templates, and facilitating electronic bill presentment and delivery.

### OBJECTIVES



Transition data from the previous provider with FSSI's onboarding team.



Seamlessly Integrate with client's other process providers.



Improve the time to transfer, approve and release monthly customer statements.



Utilize FSSI's in-house teams to map data and facilitate the redesign of statements and letters.



Maximize the whitespace in documents with strategically placed, targeted messages.

*"FSSI has proven themselves to be honest, capable and has exceeded service level expectations while traversing a very challenging integration, from the sales and account management side through the technical and project management teams."* - **Supervisor, Major Regional Water Utility**

**99.9%**

improvement in the time to transfer, approve and release bills

**100%**

facilitation of data integration with parallel projects.

**100%**

successful completion of service level agreements.