



Progress Energy
Raleigh, NC
www.progress-energy.com

Industry:

Utilities

Annual Revenue:

\$10 billion

Employees:

More than 10,000

Oracle Products & Services:

Siebel EasyPay
Siebel eBilling Manager

“Oracle’s Siebel solution has given us a new level of functionality for our electronic billing and payment service. As more customers look to e-services, our Siebel system gives us the flexibility to meet emerging needs.” – Mike Ligett, Director of Market and Energy Services, Progress Energy

Progress Energy Reduces Costs and Enhances Customer Service with Integrated Electronic Billing

Progress Energy is a Fortune 250 vertically integrated electric utility company with more than 22,000 megawatts of generation capacity. The company’s holdings include two electric utilities serving approximately 3 million customers in North Carolina, South Carolina, and Florida. The company is the 2006 recipient of the Edison Electric Institute’s Edison Award, the industry’s highest honor in recognition of its operational excellence. In 2005, the company also received the prestigious J.D. Power and Associates Founder’s Award for dedication, commitment, and sustained improvement in customer service.

Challenges

- Create a single, enterprise-wide, and integrated customer experience across all self-service and payment channels
- Reduce electronic billing transaction costs
- Enhance customer service

Solution

- Implemented Oracle’s Siebel EasyPay and Siebel eBilling Manager solutions to create a consolidated and feature-rich electronic billing and payment platform that lowers transaction costs and enhances customer service
- Simplified enrollment in Progress Energy’s electronic bill presentation and payment program and expanded on-line functionality, enhancing customer service and satisfaction
- Increased customer enrollment in Progress Energy’s electronic billing program by 50% only 13 months after deployment of the new platform
- Enabled Progress Energy to save \$520,000 annually in payment processing costs and \$720,000 annually in paper and printing costs
- Achieved return on investment (ROI) within one year
- Provided an 85% reduction in customer support requirements via an e-mail channel
- Reduced IT complexity and streamlined IT vendor management by selecting an integrated platform from Oracle