



Sui Southern Gas Company
Karachi, Pakistan
www.ssgc.com.pk

Industry:

Utilities

Annual Revenue:

US\$2 billion

Employees:

6,000

Oracle Products & Services:

Oracle Utilities Customer Care and Billing
Oracle Financials
Oracle Purchasing
Oracle Human Resources
Oracle Payroll

“We are proud to be the only utility in South Asia to implement a comprehensive customer information system. With Oracle Utilities Customer Care and Billing, we can better maintain customer records, handle credit and collection activities, and track service orders. The application has reduced billing errors and helped us resolve customer queries faster through real-time tracking—resulting in improved overall customer satisfaction.”
– Irfan Zafar, Chief Technology Innovation Officer, Sui Southern Gas Company

Sui Southern Gas Company Realizes Thousands of Dollars in Cost Savings with Automated Billing

Sui Southern Gas Company (SSGC) is Pakistan’s leading integrated gas company, engaged in the business of transmission and distribution of natural gas, as well as the construction of high pressure transmission and low pressure distribution systems. With a distribution network of 25,764 kilometers covering 120 towns and 930 villages, SSGC has nearly 1.9 million customers.

Challenges

- Establish the company’s position as a public utility with a customer centric approach to business
- Integrate multiple disparate billing and customer data systems
- Improve business processes and deploy industry best practices

Solution

- Implemented Oracle Utilities Customer Care and Billing to replace a disjointed legacy system that was premise based or meter based and did not support a customer centric business
- Integrated sales, call center, service, and operations to improve customer service and billing and provide a 360 degree view of customers, enabling faster, more personalized service
- Offered customers convenient features like online self-service and multiple payment methods (mail, online, kiosks, etc.)
- Improved billing, ensuring all customers are billed accurately
- Identified more than 400 customers that had never been billed, resulting in additional revenue of US\$421,314 per month
- Provided real time status tracking of all customer requests, resulting in prompt and timely information dissemination
- Reduced customer complaints by about 300 per day, and accelerated field service dispatch by more than five hours
- Accelerated revenue realization by reducing errors by approximately 4% to 6%
- Decreased the need for billing reprints and integrated billing with Oracle Financials
- Estimated savings of US\$253,175 annually due to decreased printing and storage costs and automated revenue collection
- Redeployed 153 employees away from administrative tasks
- Made it easier to adapt to changing government regulations—such as tariffs—due to the product’s configurability
- Completed the entire implementation in just 30 months at a cost of approximately US\$1 per customer—versus the industry average of four years and US\$26 per customer