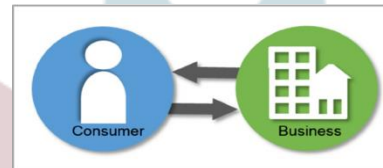


BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED



**COMPREHENSIVE CONSUMER ANALYTICS COVERING
TECHNICAL, CORPORATE AND CONSUMER ENGAGEMENT
USING ANALYTICAL PLATFORM**





Technology Innovation Centre

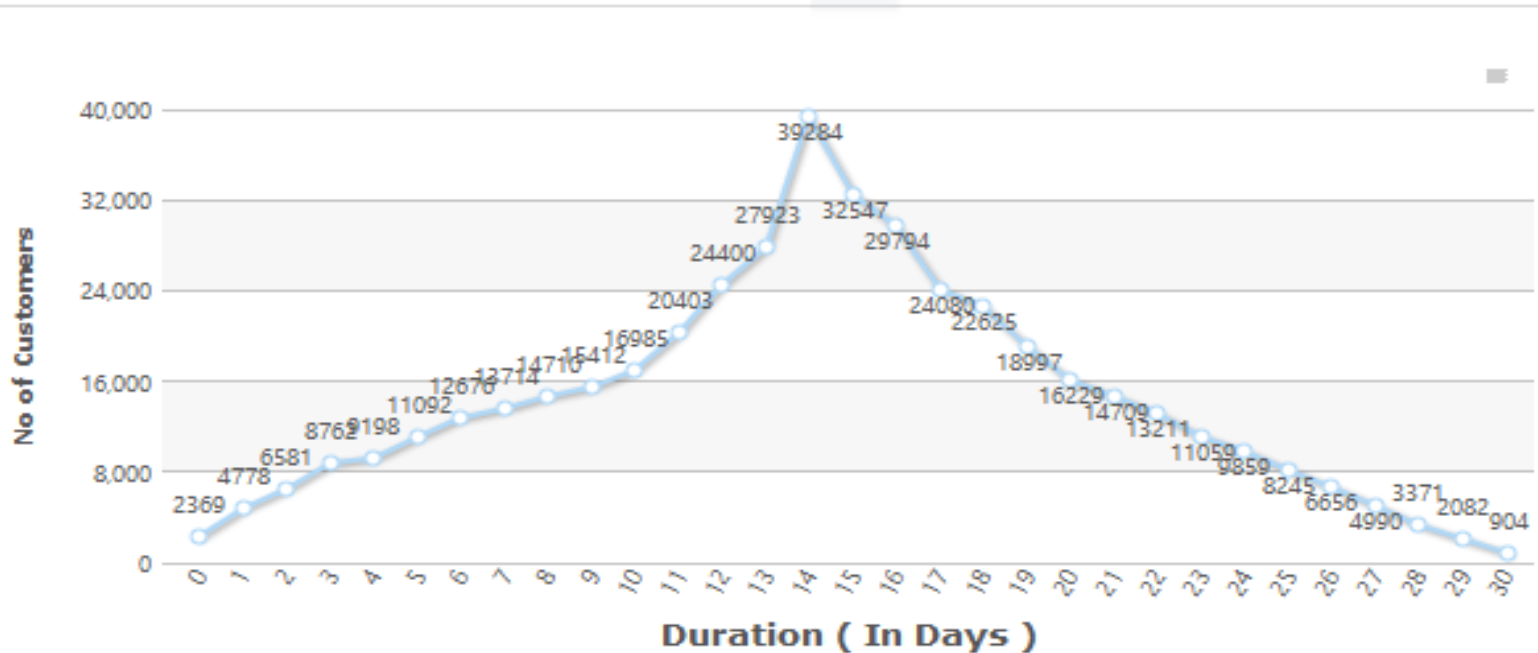


Example

Revenue Realization Trend

Time taken to make the payment since the bill was gene...

30-Sep-2017  



Cloud hosted analytical platform for consumer data analysis

Enable consumers with necessary insights & achieve

- Energy efficiency
- Demand supply management
- Revenue enhancement



Increase C-SAT by reducing complaints



Create effective engagement plan with consumers



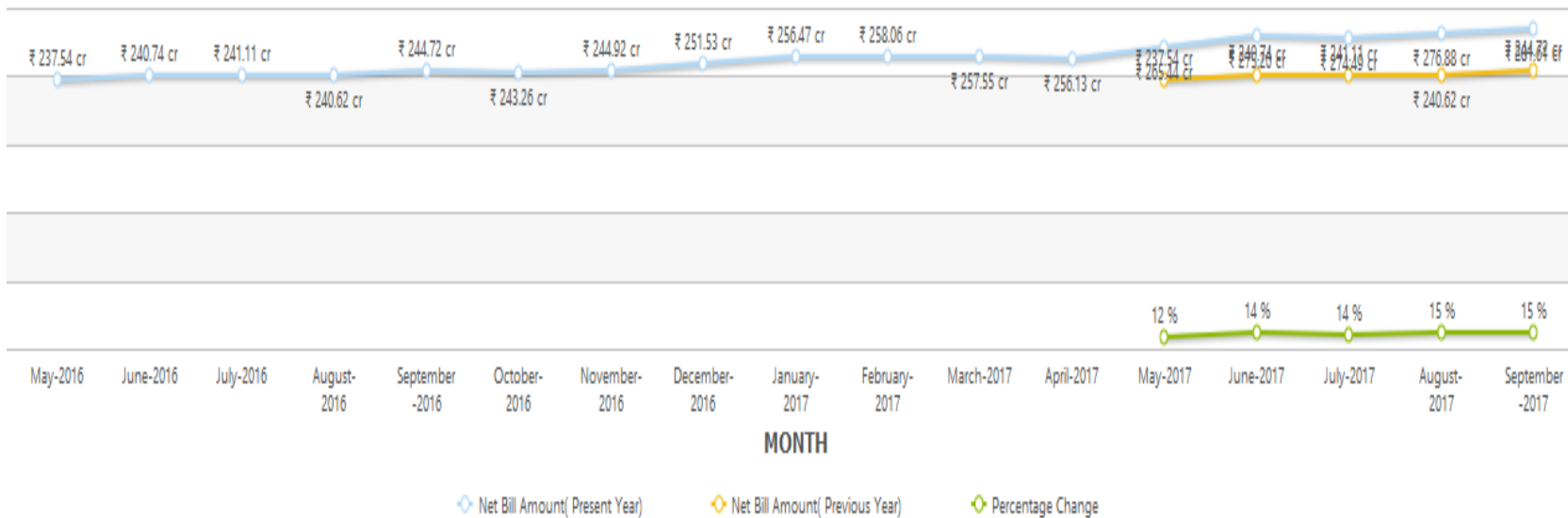
Mobile App for interaction



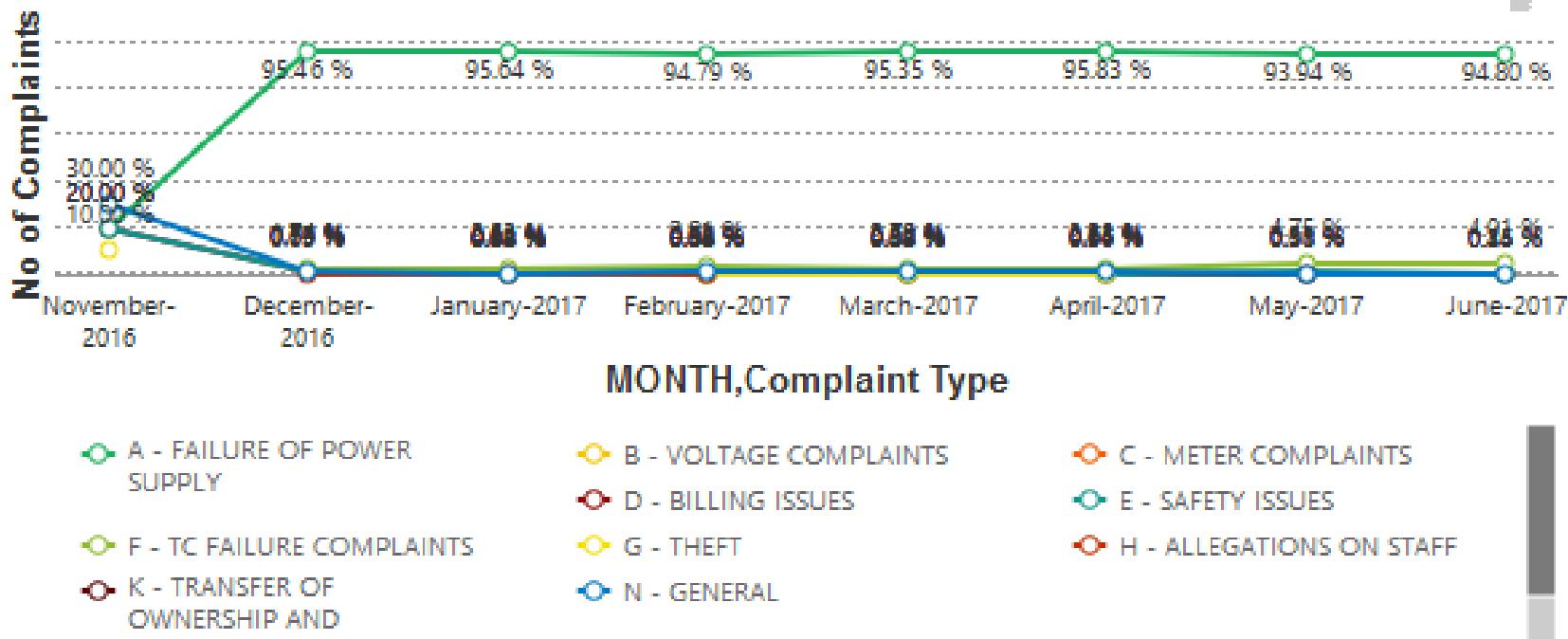
Time series pattern of complaints, billing and collection

Bill Amount Present year Month vs Previous Year Month

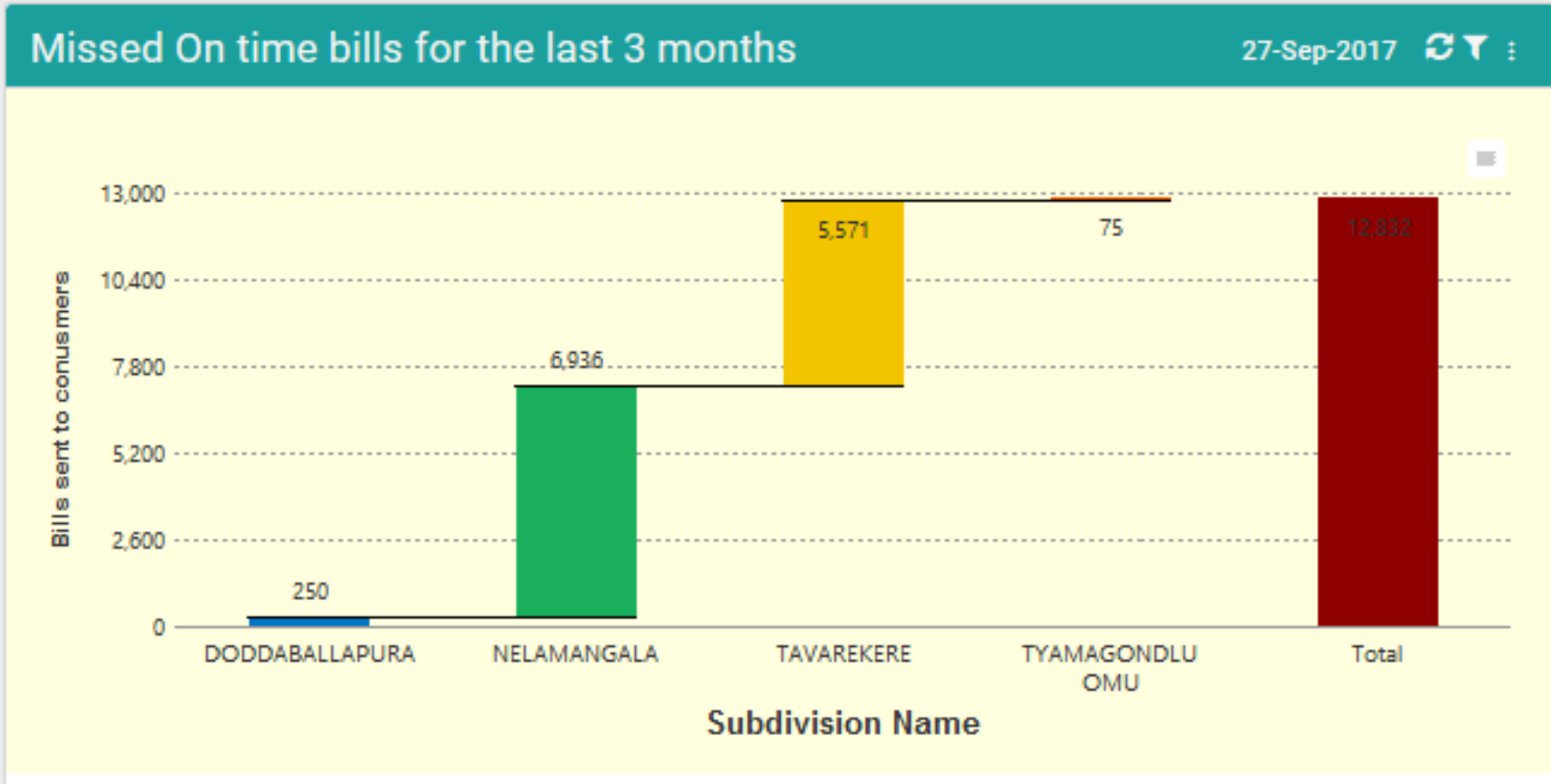
27-Sep-2017 



Complaints analysis in terms of Area, Circle, Complaint Type and derive insights





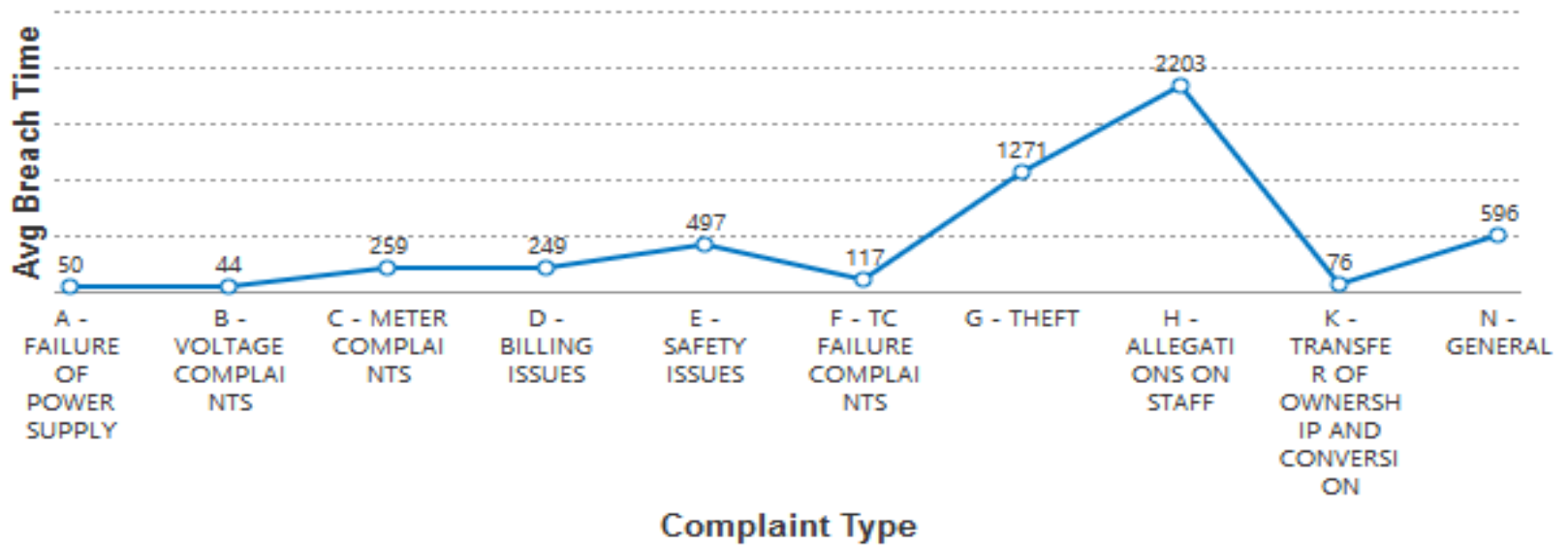
Billing and collection analysis to derive insights in gap from billing and collection





Investigative analysis on the factors that contribute to the changes

Avg Breach Time across Complaints Type

14-Jun-2017  



Access to real time data analysis to understand and review customer behavior



Habitual Late Payers Report 30-Sep-2017  

accountid↓	Late Payer for the Month				
	July-2017	September-2017	May-2017	June-2017	August-2017
1877441	1	1			
1877498	1	1			
1877546		1	1	1	1
1877584	1	1		1	
1877604	1	1	1	1	1
1877674	1	1			1



Historical analysis in improvisation of Processes across organizations

Frequency of Complaints Analysis

14-Jun-2017   :

Mobile Number	No of Complaints	Hours / Complaints
9739374022	109	40
9632506018	102	43
8277207944	96	36
9538179000	89	45
9342516747	84	53
9964052111	73	54

[Next Page](#)

Fine-tuning of processes in the areas of consumer related affairs

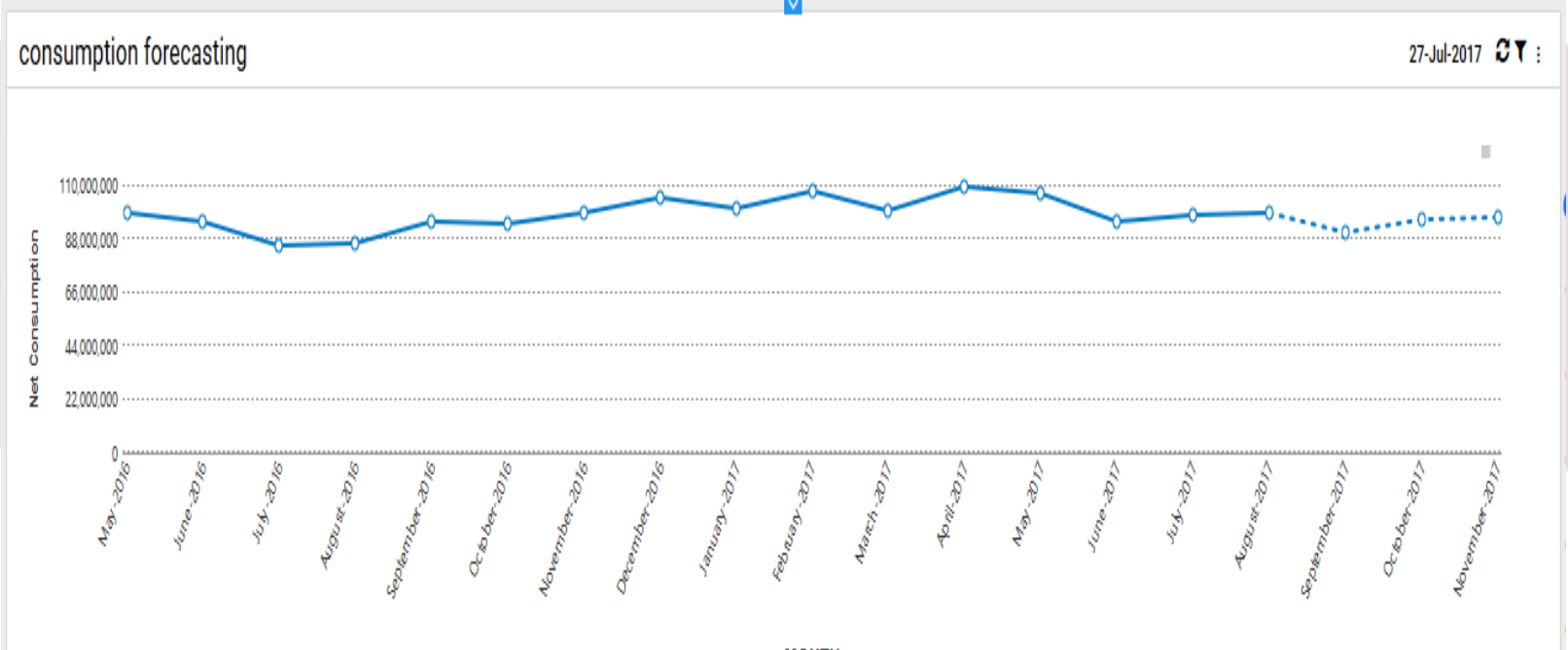
Avg time for successive complaint with similiar description

14-Jun-2017

description\	Hours per Complaints	No of Complaints
12. Others - C/f by consumer psn cbc ok@6.54am	2194	2
12. Others - C/f by consumer @ 10:15am,that PSN CBC OK	1991	2
12. Others - c.f by consumer psn cbc ok	1883	2
12. Others - C/f by consumer psn cbc ok@6.55am	1611	2
1. Confirmed by customer - issue resolved cbc ok	1495	2



Forecasting analysis for energy consumption

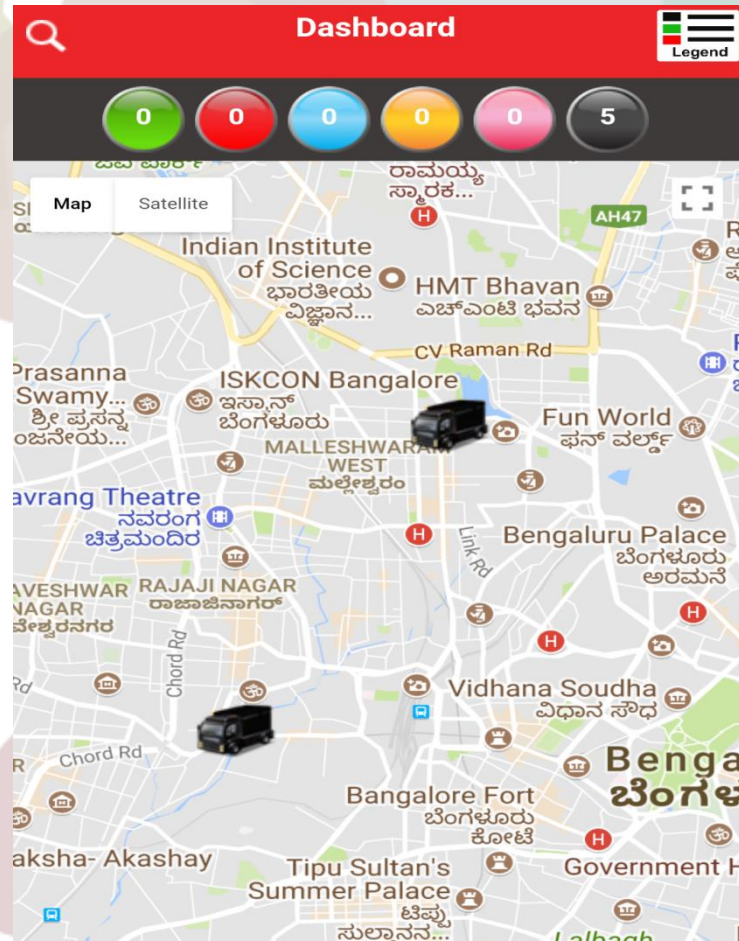


- Insights on AMI data
- Sentimental Analysis of social media – Facebook, Twitter
- GPS based tracking of Service station vehicle



Mobile App

- GPS based tracking of Service station vehicle





THANK YOU