



NORTH|STAR™

UTILITIES SOLUTIONS

Business Process Review

Analyze and Modify Processes
to Maximize Efficiency

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NorthStar Business Process Review

Every day you provide reliable, affordable services. Your customers are not only members of your community but also your neighbors, friends, and family. Because they are, you want to satisfy them with each interaction with your utility, and you want your technology to function efficiently so you can achieve this goal.

Today's modern utility is under constant pressure to do more with existing resources. New industry mandates and regulations require changes to policies and procedures. And new technologies, vendors, and integrations add risk and complexity to your everyday routine. To streamline operations, improve employee morale, and maximize efficiency, you need your Customer Information and Utility Billing Software (CIS/UB) to work for you, not against you.

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Analyze and Modify Processes to Maximize Efficiency

Knowing how to use your CIS software's critical features and functions can mean the difference between an efficient workday and a frustrating one. But if your super user has retired, your new team members are struggling with knowledge transfer, or you have manual processes that need to be automated, your software could make each workday difficult for you and your team. With NorthStar's Three-Step Business Process Review, you can streamline operations, improve morale, and save money.

Put NorthStar Utilization Reviews to Work for You

Analyze

Assess

Address

During a Business Process Review, NorthStar Subject Matter Experts (SMEs) conduct onsite workshops with key stakeholders and power users, analyzing your legacy processes and procedures. SMEs work with your team to assess each functional area, reviewing current resourcing, responsibilities, and business processes. Once the assessment is complete, NorthStar SMEs document and show you how you can address recommended automation, configuration, integration, and modification to maximize the use of your CIS.

“Through NorthStar’s Business Process Review consulting workshop, we identified several opportunities to streamline our legacy internal processes and workarounds. From analyzing and modifying our approaches to meter to cash processes and billing cycle amendments to reviewing how we track all pre- and post-states, our organization has already saved over \$40,000. We recommend NorthStar’s UR workshop to anyone looking to leverage their investments in NorthStar towards additional benefits and savings.”

*Rita Herrera
City of Denton, Texas*

Key Benefits

Best Practices

Learn from industry and subject matter experts.

Efficiency

Streamline operations to achieve your goals.

Morale

Maximize operational output and improve morale.

Automation

Reduce workarounds, manual processes, and errors with automation.

Experience

Improve procedures to deliver consistent customer experiences.

ROI

Unlock the potential of features and functions to improve efficiency.

Business Process Review Sample Topics

Our experts will work with your team on areas that will increase your efficiency and maximize your ROI. Below is a sample of the review topics our subject matter experts can cover with your team.

- **General activity and user interactions**
- **Service orders**
- **Meter reading**
- **Journals**
- **Month-end reporting**
- **Pre-authorization budget billing**
- **Cashiering**
- **Collections**
- **Unique billing set-ups**
- **Integrations & modifications**



Business Process Review Frequently Asked Questions

Why ask for a utilization review?

Business Process Reviews are more than a simple training exercise. Our SMEs take a deep dive into your processes and procedures, recommending ways to increase operational efficiency and use your CIS to your maximum benefit. By examining how and when you use NorthStar's features and functions, our SMEs will provide you with actionable insights that will maximize your team's performance, improve morale, and increase customer satisfaction.

Our SMEs will document recommendations in detail for each functional area, suggest possible next steps, and schedule follow-up calls to discuss recommendations. An executive summary identifies and prioritizes items with the greatest value for your organization. NorthStar will assist in determining what changes are available for implementation, the anticipated ROI associated with them, and discuss potential timelines for implementation. Where applicable, NorthStar will provide estimates for consideration.

What deliverables can I expect?

Can we opt-out of recommendations?

Yes, we offer our recommendations to assist you in formulating an overall technology strategy that you can implement in a timeline that is most convenient for your team. The choice is yours to implement these recommendations or not.

Are you ready to see how a NorthStar Business Process Review can help your team maximize efficiency?

**Contact
Your Account Sales Manager
today!**

