CASE STUDY

Self-Service Portals for Utility Customers

SUMMARY

Bowdark partnered with a Fortune 500 domestic provider of electric and gas that provides services to over 7 million customers in 6 states. Customer service is key to their success, and to deliver on this commitment, the company recognized the need to create self-service portal experiences that enabled customers and partners to submit and monitor service requests. Bowdark delivered a secure portal solution that carefully guided partners through the request creation process and then route those requests to service consultants working in regional service centers. The solution streamlined service processing and significantly reduced turnaround time.

BUSINESS OVERVIEW

Size

10,000 employees

Country

United States

Industry

Utilities

Products and Services

Microsoft Power Platform and Azure, and Power BI

CHALLENGE

Data for incoming requests wasn't getting to where it needed to be at the right time and data integrity was questionable. Service managers were overwhelmed with requests and experienced high turnover. Departments struggled to maintain accurate and up-to-date data within backend business systems.

APPROACH

Bowdark partnered with the company to develop a simple and intuitive portal solution on top of the company's existing enterprise systems. The team designed a solution that carefully collected request data to provide better transparency as requests as they moved between systems. This approach enabled the customer to monitor performance in real time and easily identify stalled requests.

Partner services

SAP   **Microsoft**   ☁ Cloud   Advisory
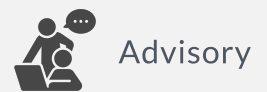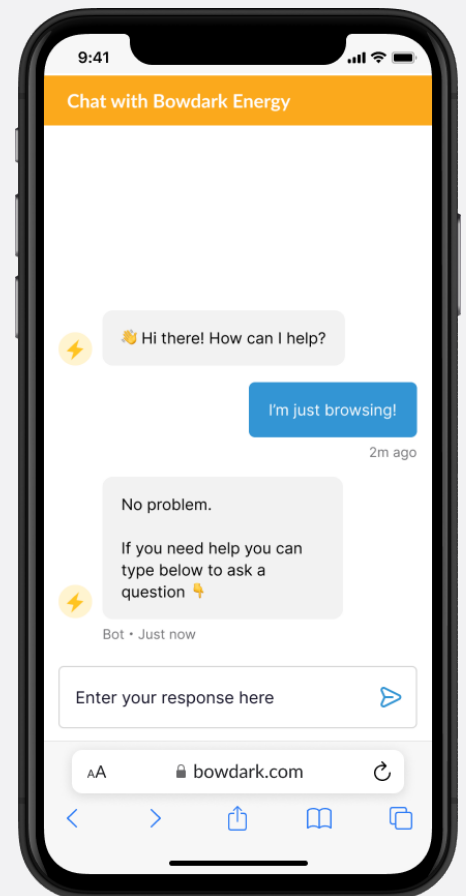
SOLUTION

Bowdark created online portals for customers and subcontractors to easily submit and track their service requests. These portals guide users step-by-step through the process and gather essential information securely.
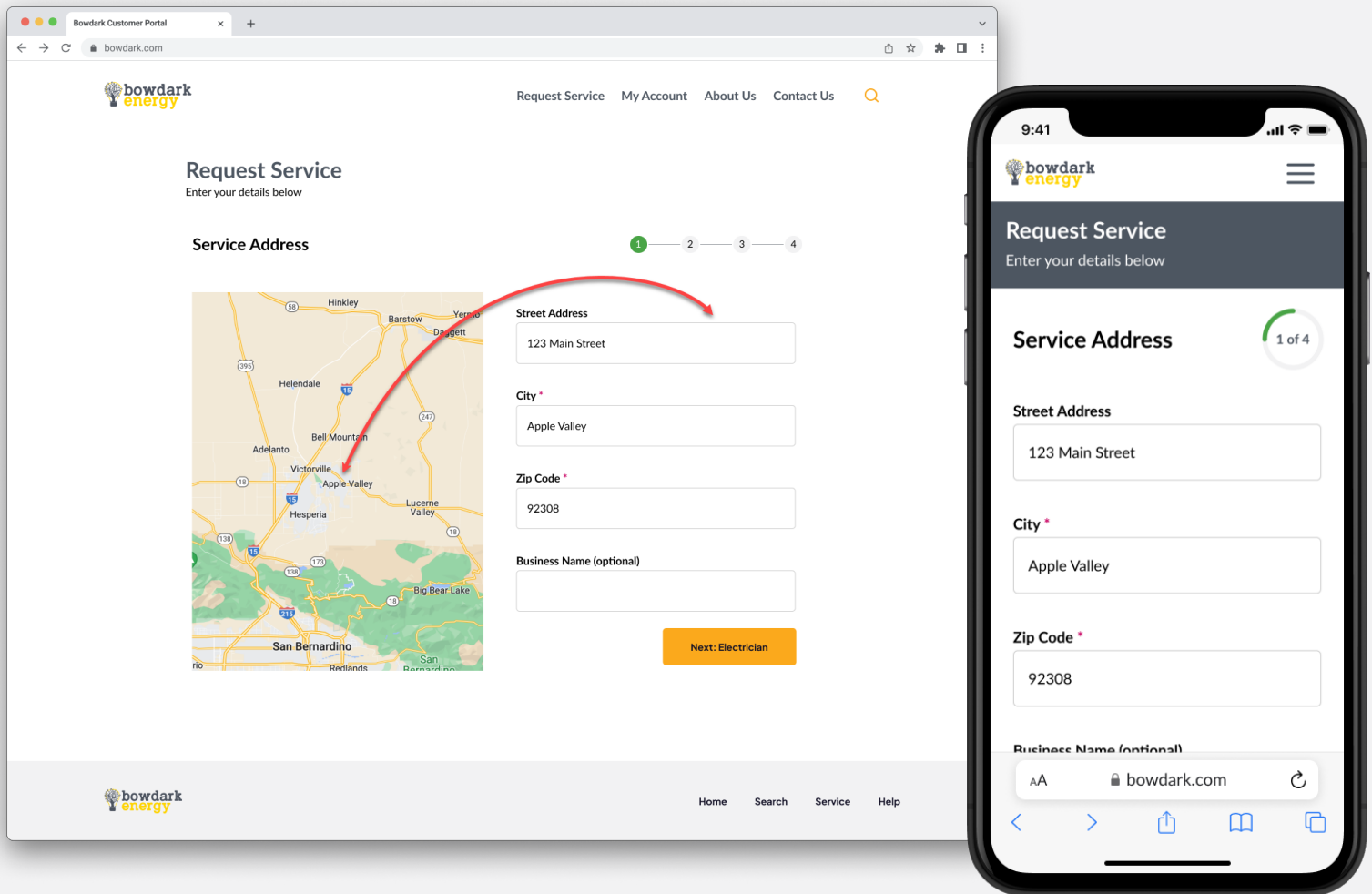
Administratively, cockpits were provided for service teams to monitor incoming requests and measure performance. The portal solutions were also integrated with backend systems like SAP ERP, Esri ArcGIS, and various field service systems, enabling significant automation and more visibility for everyone involved in the request fulfillment process.

Technologies Used
- Microsoft Power Pages
- Microsoft Power Apps
- Microsoft Power Automate
- Azure Integration Services
- Bowdark Fuse
- Esri ArcGIS
- DocuSign & Stripe
- SAP
- Hitachi Service Suite

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Chat with Bowdark Energy

👋 Hi there! How can I help?

I'm just browsing!

2m ago

No problem.

If you need help you can type below to ask a question 👇

Bot • Just now

Enter your response here

AA   🔒 bowdark.com   ↻

Self-Service Portal Experience

Outcome

Our portal solution enabled customers and partners to send and monitor service requests from any location. It securely integrated with essential business systems like SAP, automated routine tasks, and significantly reduced redundant data entry requirements, streamlining the overall process and enhancing user experience.

Mobile-Friendly Design

Service Area Mapping

Digital Payments

Chatbot Integration