Partnership of Ops and IT in Technology Modernization
How Music City Became the It City
Nashville on the Rise.

14.6% Population Growth 2010-2020

36% Job Growth by 2035

2.1m People by 2035
The movie says, “If you build it, they will come.” From the NES perspective, it’s been the opposite. As the Nashville population boom happened, NES quickly realized that analog meters, a 15 year-old Work and Asset Management (WAM) system and a home grown Customer Information System (CIS) wasn’t going to be enough to satisfactorily serve the new Nashville.
“The Age of the Customer” is Now

**Sources of Dominance**

**Age of Manufacturing**
Mass manufacturing makes industrial powerhouses successful.

- 1900 to 1960
- Ford, RCA, GE, Boeing, P&G, and Sony

**Age of Distribution**
Global connections and transportation systems make distribution key.

- 1960 to 1990
- Walmart, Toyota, UPS, and CSX

**Age of Information**
Connected PCs and supply chains mean those who control information flow dominate.

- 1990 to 2010
- Amazon.com, Google, Intuit, and MBNA

**Age of the Customer**
Empowered buyers demand a new level of customer obsession.

- 2010 and beyond
- Facebook, IBM, Best Buy, and Apple

**Successful Companies**

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The Customer is Always Right.

In the 2021 customer satisfaction survey, NES discovered that 54% of its more tech-savvy customers used the phone to contact our customer relations department. 78% of those same customers indicated dissatisfaction with how NES handles customer questions and problems.
Charting the Roadmap

Partnership with Gartner Consulting to assist with roadmap development and system selection.

In 2014, using census predictive data, NES developed a 20-year grid plan. The plan includes a 10-year transformation strategy to reimagine NES as today’s public power provider and a 5-year roadmap to replace all NES operational systems.
And then there were two

Two vendors in the marketplace could deliver on this massive technology overhaul.
is Born

Applications and IT Services

Customer Experience

Employee Communications & Training

Timeline
Applications

- Customer to Meter (C2M)
- Meter Data Management (MDM)
- Work Asset Management (WAM)
- Fusion Cloud Enterprise Resource Planning (ERP) Financials
- Human Capital Management (HCM)
Customer To Meter (C2M)  
Meter Data Management (MDM)
Work Asset Management (WAM)
Fusion Cloud Enterprise Resource Planning (ERP) Financials
Human Capital Management (HCM)
Journey Mapping
Interactive Voice Response (IVR)
SMITH, DANIEL
1234 COUNTRY ESTATE LANE
Rate class: RESIDENTIAL
Account #: 232115
Invoice #: 2018-08

Total amount due $200.00
Current balance due 9/15/18 $150.00
Minimum payment due $50.00
Pay past due balance immediately to avoid disconnection

Your account summary
Billing period: 06/14/18 - 07/15/18

Current month charges $150.00
Previous balance $185.00
Payments received ($135.00)
Past due remaining balance $50.00

Total amount due (Current month charges + remaining balance) $200.00

Important messages
Past due balance
Our records indicate that your bill is past due. If service is disconnected for non-payment and the bill is not paid within 7 days, a new deposit may be required, and the bill must be paid in full.

Your energy usage

Customer Bills
Digital Self Service
Mobile Responsive
Mobile Dispatch to Outage System
Employee Communications & Training

- Organizational Change Management
- Internal Website
- Employee Events (CAN Network)
- Treasure Hunts
- Employee Newsletter
- Employee Training (traditional, live simulation and LMS computerized training)
- Roadshows (multi-media updates: text, video, audio, visual)
Organizational Change Management (CAN Network)
Employee Website

Provides an overview and regular updates on the Encompass project. Only accessible to NES employees.
Road Shows, Employee Events & Treasure Hunts
Employee Newsletter

The feedback given to the Core Team over the last several months has brought to light some exciting improvements that are currently in development. Here are just some of the features employees will enjoy with the new Oracle family of products:

- Streamlined systems that work together using just one employee login
- Central repository of information, rather than scattered systems containing packets of data
- Dynamic formatting that is both user-friendly and accessible
- Holistic look at a customer’s account
- Faster retrieval of long-term data
- Quick, easy access to customer information including billing and account alerts
- Screens that can be tailored to include just the information each employee needs
- Enhanced reporting for financial transactions
- Comprehensive asset management

It is important to remember that the Encompass project isn’t about upgrading existing systems, but building new ones from the ground up by implementing new processes, taking our time, doing it the right way and building best practices for

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"Most employees understand it's time for change. Overall, the mood we've sensed has been positive, and everyone gets to training: the excitement is only going to build," said Encompass Project Director, Brad Heck.

"We’re always on option to keep-existing systems any longer," added Chad Jones, Credit Risk & Collection Manager. "We’re doing what takes us to move beyond the mentality of, 'that’s how we’ve always done it.'

During the Encompass kickoff and luncheon, the Core Team was impressed by employee engagement and felt confident that NES was ready for this new system.

While members of the Core Team are driving this project, they rely on Subject Matter Experts (SMEs) to provide knowledge and a vision of how data needs to be organized and shared across departments. A complete system replacement means a solid understanding of the needs before a solution can be implemented.

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Through the process of change, we will eventually replace all existing NES systems. Since some of these systems are nearly three decades old, this project is no small feat.

While navigating a 30-year-old CSS system is cumbersome and time consuming, it is familiar. Our employees know the system well and are comfortable getting to the data they need. Learning a new system will take time, but talk around the water cooler suggests folks are willing to endure a little discomfort if it means providing better customer service.
Employee Training
Lessons Learned
Questions