



Sydney Water Makes A Splash with TIBCO ActiveMatrix BPM Software

Sydney
WATER

127

NPS score increase

5

steps to complete a case

9

weeks to develop new customer-focused processes

Business Challenge

Sydney Water was looking for opportunities to improve its customer experience with a seamless, efficient, and reliable technology solution. The experience was tracked by a net promoter score.

Transformation

By implementing TIBCO ActiveMatrix BPM software, Sydney Water streamlined complex business processes and a large volume of case data. This led to better customer service outcomes, with a 127 point increase in its net promoter score.



Winning a TIBCO Trailblazer Award is a very humbling experience. It reaffirmed what we already felt about how far we've come and the experience we delivered.

—Simon Dewey, Digital Project Manager

As Australia's largest water and wastewater service provider, Sydney Water supplies water, wastewater, recycled water, and some stormwater services to more than five million people in Sydney, the Illawarra, and the Blue Mountains.

“We created the simplest end-to-end journey that we could on the BPM product that allowed the concept of going from starting a case to closing a case to be solidified in people’s minds, and for them to see, ‘Hey, this is a real working thing that we can touch and feel.’”

—Simon Dewey, Digital Project Manager

Benefits

Improved customer experience

To deliver great experiences for its customers, Sydney Water is developing the skills and technologies to become a hyper-connected utility.

Central to this step is access to real-time information on how its water network is performing and providing an interface allowing customers to track the services they use.

Previously, customers had no visibility into their water usage. This had an impact on Sydney Water’s net promoter score.

Sydney Water used TIBCO BusinessWorks integration software to create a single view of operations and TIBCO ActiveMatrix BPM software as its case management solution. It created simple end-to-end processes, some with only three or five steps, which improved the customer experience. Customers can now access their water usage in real time on any channel they choose. The results speak for themselves; Sydney Water’s net promoter score increased 127 points, from a -38 to +89.

Development efficiencies

“TIBCO’s BPM APIs and BPM forms essentially come out of the box, and they’re highly customizable. The product just renders them in HTML. So a very simplistic technology, but very powerful from a user experience perspective and very efficient from a development team perspective,” said Simon Dewey, digital project manager.

Dewey’s team could show forms and components to the business quickly, incorporate feedback, and reuse the components in other parts of the workflow. “It was literally copy and paste the code into another section of the process. It’s very strong from that perspective,” said Dewey. Sydney Water developed its new service offering and interface in just nine weeks.



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