METER READING
SOLUTION

Client Overview

The client is Malaysia's largest electricity company involved in the generation and distribution of electricity throughout Malaysia. The company employs thousands of personnel to read electricity meters and provide bills to residence nationwide. The meter readers would utilize a mobile device which should be able to seamlessly interface with it's host billing system. They are also required to print the bills that can withstand any weather conditions.

Challenges

Implementing the occasional tariff changes within a short roll out period may result in calculation error to the bills presented. These changes in tariff would require software changes across all devices and docking stations which interfaces to the host. The client wanted an effective system that would minimize this effort and ensure the accuracy of the bill to prevent any potential financial losses.

Another difficulty face by the meter readers was in locating the customer premises and in some remote areas, the customers address are unclear and can be very time consuming.

Solution

Mobile / Printer Enterprise handheld

Route Management System

SAP System

Devices Manager

Daily Manager

System manager

Integration Services

FTP

FTP

m2e
mobile to enterprise

Billing, Tariff and
Route Information

Mobile Computers and Printers for Bill Issuance

Portable computing and printing devices with Global Positioning System (GPS) were issued to the meter readers. The solution significantly improve efficiency with the increase of the number of bill presented per day. Meter reading data is uploaded automatically to the billing system and immediately available for review. Additionally, all data can be consolidated to create daily and monthly reports which provide management with a detailed billing analytics.

Backend Route Management System

The build-in GPS is used to record the residential meter locations. The software navigation capability of the computing device will assist the meter readers in finding the meter location faster and with pinpoint accuracy.

Interface to SAP System

The meter reading solution is required to communicate with clients billing system running on a SAP platform. Tricubes m2e is used as a middleware to integrate with SAP using FTP adapter or SAP .NET Connector or Netweaver Process Integration binding. M2e interfaces to SAP to retrieve billing components and meter data and updates the meter reading information from the portable computing devices.

MSC MALAYSIA
Status Company

CMMI LEVEL 3

Microsoft CERTIFIED
Partner