

Texas Municipal Utility Partners with Solix to Deliver Energy Assistance to Thousands

Client Overview

A Texas municipality sought an experienced partner to help efficiently and accurately qualify, enroll and notify 45,000 participants eligible for its energy subsidy program. Through the use of proprietary technology to quickly filter and match application data points, Solix was able to qualify eligible participants for the program as well as provide high quality customer care and fulfillment services.

Program Objectives

- ✂ Design and rollout a customized platform to aggregate and match applicant enrollment info from multiple data points.
- ✂ Process high volumes of paper and electronic applications, quickly and accurately.
- ✂ Provide timely, professional customer care services regarding application status and program guidelines.

Challenges

- ✂ Ability to accurately sort, key, review and approve large volumes of applications.
- ✂ Enable fast, efficient turn-around to meet program requirements.
- ✂ Ensure information from multiple sources is collected and normalized for processing.

Solix Solution

- ✂ End-to-end eligibility, qualification and customer care to meet specific program needs.
- ✂ Develop and manage a customized website for information and applicant enrollment options.
- ✂ Partnering with Salesforce.com, develop a platform to streamline customer information to call center agents.

Results

- ✂ All aspects of applicant qualification, enrollment, and renewals processed by Solix.
- ✂ Centralized management for greater operational efficiencies and scalability.
- ✂ Enhanced customer experience with real-time updates regarding application status.