CASE STUDY

Sagacity
Part of **Accenture** Song

Nullifying Residential Occupancy Periods to Reduce Bad Debt

Client

Large Water Company

Debt Reduction

Client Problem & Impact

Our Water client needed to reduce bad debt and approached Sagacity for support in identifying, analysing and resolving historic periods of occupancy where the residency periods were potentially inaccurate.

This enabled our client to validate billed consumption or adjust historic billing, based on accurate occupancy periods.

Our occupier solution was vital to their initiative as the client could not easily or efficiently identify the impacted customers. In addition, the client found that processing the requested data was significantly more resourceintensive than they had originally envisaged.



Occupier ID



Data Analysis



Automation

How Did Sagacity Help?

We used our proven Occupier Identification solutions and historic occupier capability to process records in the name of 'The Occupier', analyse multiple occupiers within occupancy periods, and segment the results.

During our analysis, two solution options were presented to our client for them to select the solution that aligned most effectively with their accounting policies and operational factors to ensure ease of implementation.

We also created bespoke automation software to remove the need for an intensive manual process to identify periods to be nullified which resulted in accelerated delivery and improved operational efficiency.

Outcome & Business Benefits

£2m debt reduction

Our client benefitted from a significant reduction in bad debt through adjusted historic billing for applicable occupancy periods.

Our automation also delivered a significant reduction to the client's manual efforts, enabling billing teams to easily identify accounts that needed to be adjusted.

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