

Rapid- Echo Managed Services

JK Technosoft's Role

Echo Managed Services (EMS) was in look for a reliable partner with a Progress technology rich company, where EMS could out-source any of the on-going support activity and development work. JKT was chosen as the preferred IT solutions provider, due to its rich capability on Progress Technology and a dynamic model of handling onsite-offshore projects.

About the Company

Echo is a total customer contact management organisation, currently serving the needs of over 2 million customers. Echo's mission is to make each and every customer feel like an individual. Rapid is a wholly owned subsidiary of Echo Managed Services, part of the South Staffordshire group of companies. Formed in September 1998, the company has grown to include a number of teams dedicated to the development of the RapidXtra™ Software. The offices are at Green Lane, Walsall, and West Midlands.

Key features

Following features form the application more robust and unique in it's own.

- Customer Contact Management (Billing & Operations)
- Billing
- Debt Recovery
- Cash Management
- Meter Management
- System Administration
- Income Management
- Bill print Engine
- Sundry Income Management
- Workflow and many more

Application Details

JKT developed software for EMS, which facilitate EMS in performing with flexibility and without difficulty. This enables EMS to re-invest the resources back in application for future enhancement of the application and make the product more unique in it's own.

RapidXtra™ software offers the water utility call centre a solution for customer management, including customer contact management (billing & operations) debt recovery and cash management. By utilising the latest GUI (Graphical User Interface), Open System and Client Server Technologies, the Rapid software offers the right combination of flexibility and functionality.

The system is the UK's premier customer management system for water utility companies. Rapid software is now used to bill over 2.4 million UK utility customers. JKT signed a contract for 3 years with Echo Managed Services

Benefits after implementation:

- Reduction in Cost incurred while supporting the application for various customers.
- Resources are being utilized in the enhancement of the application.
- EMS does not have to take the pain of recruitment as JKT having a rich resource of Progress Technology people and can allocate people immediately or at a prior notice.

Technology used:

Progress Database, Progress 9.1c ADM and ability to transfer data between different applications (both non &Progress based).