

[illegible]

# In Focus

CUSTOMER 360	METER ANALYTICS	WORKFORCE MANAGEMENT
WORKFORCE SAFETY	CUSTOMER PORTAL	INTRANET
	HOMEOWNER SERVICES	

# Customer 360

*A consolidated application for American Water employees, offering them all available information about a customer, along with personalized recommendations*



## Business Challenges

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- Customer data “scattered” across various systems
- Legacy software used by field employees
- Lack of a single, unified app/portal for American Water employees, leading to a lack of coherent, actionable customer data
- The need for predictive analytics and a comprehensive recommendation system



## Solution Delivered

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- A 360-degree view of the customer’s profile in a single application
- AI-driven, advanced predictive analytics and recommendations
- Customer data available at one place, allowing employees to take action as necessary

# Customer 360 Screens



# Meter Analytics

*A platform that predicts failures and outages based on artificial intelligence gathered data, helping American Water carry out preventive maintenance on schedule, saving them both money and time.*



## Business Challenges

- Millions of meters and sensors installed across customer locations
- Loss of revenue due to faulty meters, undetected leaks, and other anomalies
- Lack of standardized approaches to analyze all the data generated



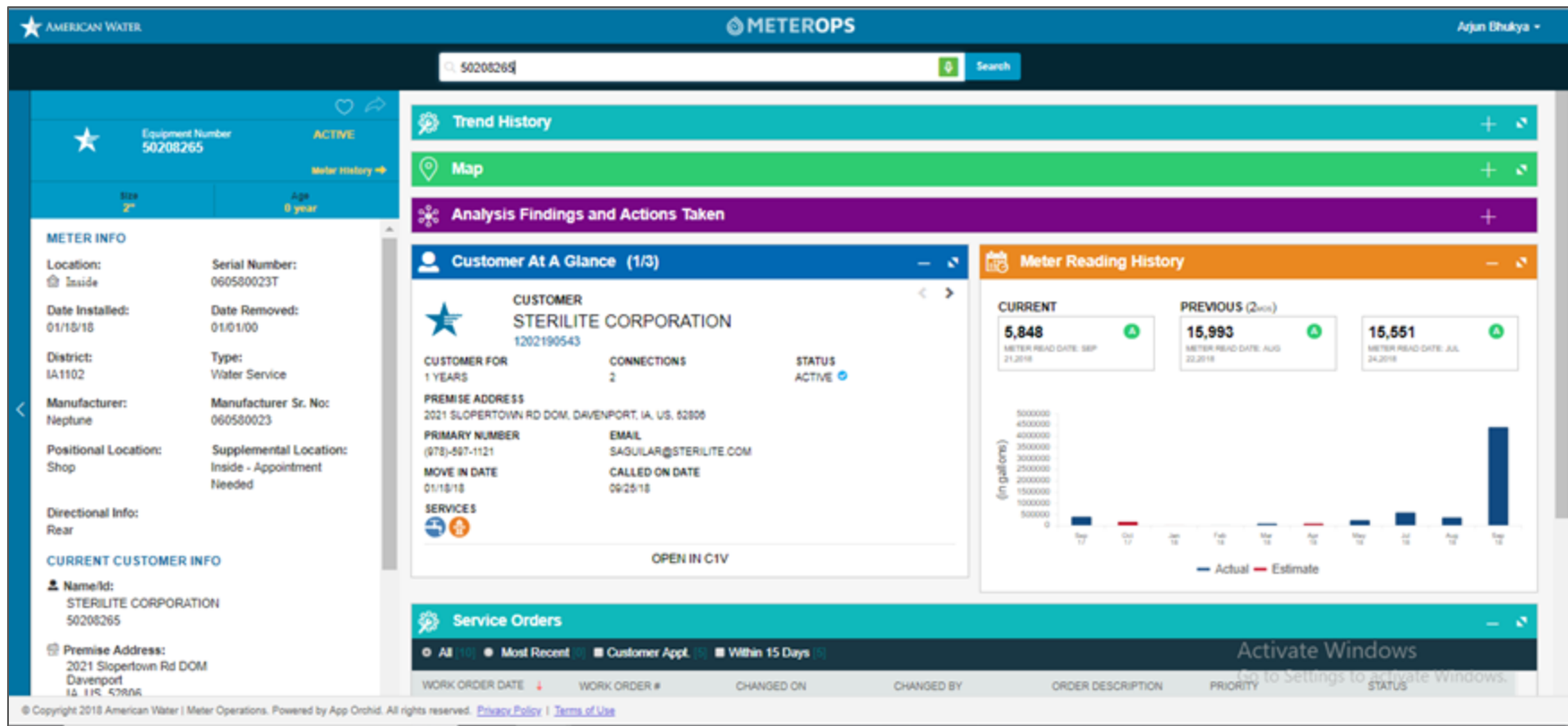
## Solution Delivered

- Real-time advanced analytics of all the meter and sensor data
- Detect a variety of anomalies like leaks, tampered/faulty/unread devices
- Detect potential loss of revenues /resources early
- AI-driven predictions for failures/outages and timely recommendations on preventive maintenance

# Meter Analytics Screens



# Meter Analytics Screens



# Workforce Management

*Think of it as Uber for work management - an application that will manage an employee's regular activities such as route and appointment planning.*



## Business Challenges

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- Legacy work management system
- High travel time overheads in work assignments
- Does not consider changing conditions to make swift adjustments in work assignment plans



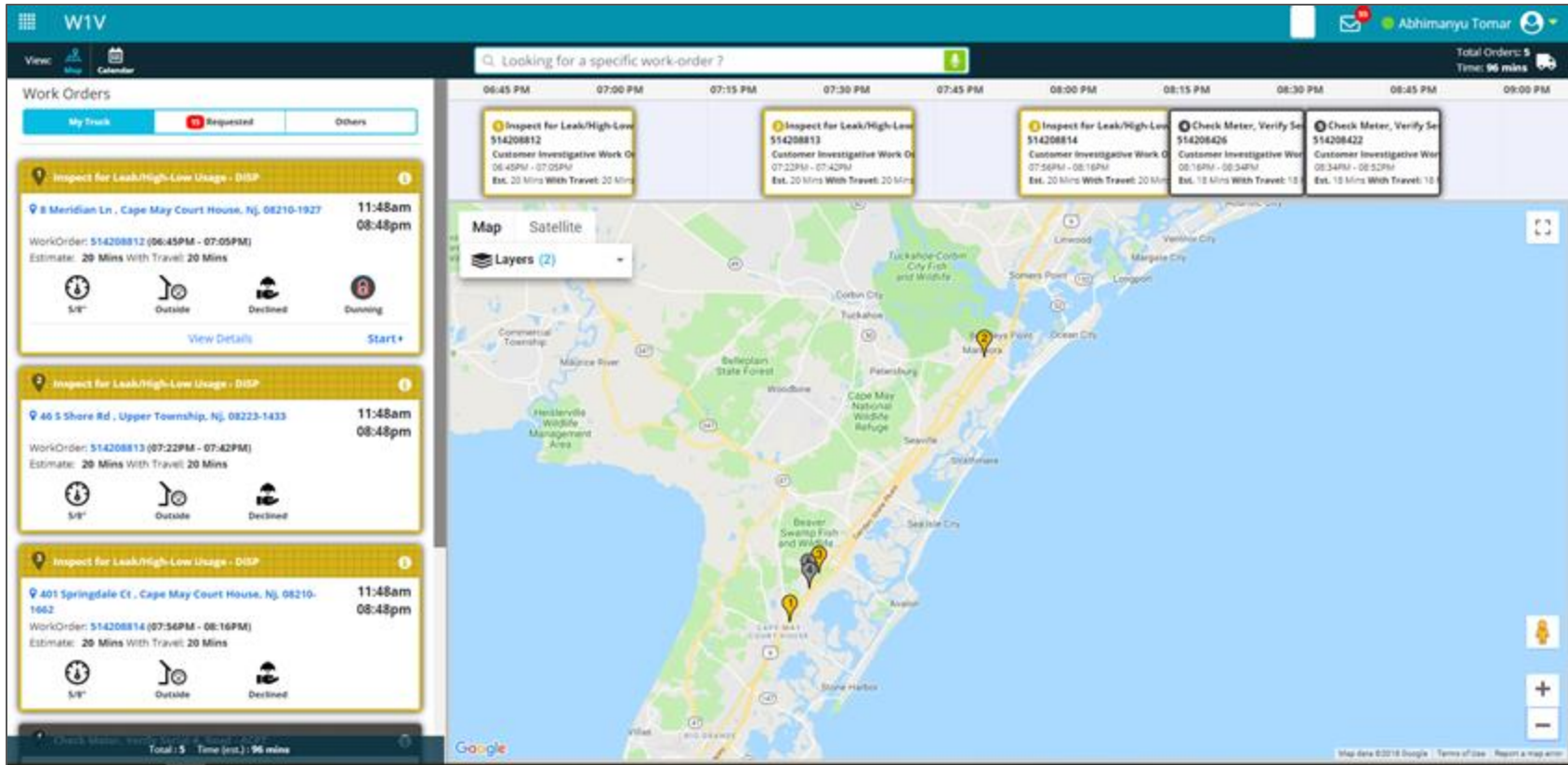
## Solution Delivered

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- Comprehensive work management system for field employees
- Optimized route planning, appointment slot assignments
- Correlate traffic, weather and crime data in assignment allocations



# Workforce Management Screens



# Workforce Management Screens

The screenshot displays the W1V Workforce Management System interface. The top navigation bar includes a 'Back' button, a 'START' button, and a user profile for 'Abhimanyu Toman'. The main content area is divided into several sections:

- Work Order:** 514208426
- Status:** ACPD
- PSR ID:** 10501909
- PSR Name:** Sam Birdbach
- Address:** 91321 N Route 9, Cape May Court House, NJ 08210-1631
- Meter Size:** 5/8"
- Meter Location:** Outside
- Turn on Liability:** Declined
- Due Date:** 2018-10-15
- Contact Person:** N/A
- Call Back #:** N/A

**Customer At A Glance:** RAY SHAWN, 1102610289. Status: ACTIVE. Connections: 1. Address: 1321 N ROUTE 9, CAPE MAY COURT HOUSE, NJ, US, 08210-1631. Email: US0LDJ487@VHWD.COM. Move In Date: 2011-03-01, Move Out Date: 9999-12-31, Called On Date: 2017-01-08.

**Meter Info:** Meter Details. Equipment No: 10272060, Meter No: 8394210, Manufacturer: NEPTUNE, Size: 5/8". Date Installed: 03/01/07, MIU No: 1543077708, Heat Type: UNKNOWN. A bar chart shows meter usage over time.

**Notes:** Payment Information (2), Work Order (4). A timeline view shows work orders from 2013 to 2020, with a red box highlighting 'Work Order 514208426'.

**Service Orders:** A table listing work orders with columns for Work Order Date, Work Order #, Changed On, Changed By, Order Description, Priority, and Status.

WORK ORDER DATE	WORK ORDER #	CHANGED ON	CHANGED BY	ORDER DESCRIPTION	PRIORITY	STATUS
03/09/17	510123403	06/09/17	SYS_BCH_MTC	Change Meter/Periodic Contractor	Within 160 Days	Cancel
06/19/18	514041476	07/12/18	ZARATER	Change Meter/Periodic Contractor	Within 160 Days	Field Complete
07/11/17	511181255	07/18/17	MARTINS2	Check Meter, Verify Serial #, Read	Customer Appl.	Field Complete
05/22/17	511514042	11/22/17	SYS_BCH_MTC	Change Meter/Periodic Contractor	Within 160 Days	Cancel



# Workforce Safety

*An AI-powered application that helps employees report work-related critical incidents, helping the organization collect data and provide accurate future recommendations*



## Business Challenges

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- Field employees operating in challenging conditions
- High risk of accidents causing injuries
- Incidents and near misses left unreported
- No data captured to analyze and prevent future incidents




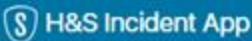
## Solution Delivered

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- Capture extensive details of all safety incidents including near misses, injuries, etc.
- AI-driven analytics for predicting risky conditions
- Correlate weather and crime data for predictions
- Comprehensive, real-time safety alerts for employees to prevent mishaps

# Workforce Safety Screens





1:58 am Billy Jack

QUICK VIEWS

All

Incidents

Near Misses

430

385

45

TIME FILTER

☒ All

☐ Past 24-hours

☐ Past Week

☐ Past Month

☐ Past year


CAUSE FILTER

☒ All

☐ Weather

☐ Crime

Map Satellite



Map data ©2018 Google Terms of Use Report a map error

Date	Incident/Near Miss	Category	Description
07, AUG 2018	Incident	-	today john fell on the floor and injured his left leg.
21, JUN 2018	Incident	-	null
20, JUN 2018	Incident	-	null
13, JUN 2018	Incident	-	null

1

2

3

4

5

6

7

8

9

10

...

1 - 10 of 410 items

# Workforce Safety Screens

AMERICAN WATER

H&S Incident App

2:12 am Billy Jack

EXIT

INCIDENT

INVESTIGATION

CLAIMS

CLOSURE

TapRoot®  
Changing the Way the World Solves Problems

BRIEF INCIDENT INFO

Incident Id: 1586

Employee Id: 3000555

Employee Name: Rupert Brown

Employee Status: Active

Incident Reported On: 09/20/2018 03:50 am

Incident Occured On: 09/26/2018 01:58 am

SIF Indicator: -

Injury Type: -

Disposition: -

Incident Status: Incident Reported


Incident Description:

INCIDENT DESCRIPTION

 John fell on the floor and injured his right leg.

Edit

EMPLOYEE DETAILS

 **Rupert Brown**  
ID: 3000555


Employee Since: Apr 05, 1995

Occupation/Title: Dir Engineering - Construction

Operating Center: NJSV-Mt Laurel (Church Rd)


Open Employee Details

INCIDENT LOCATION

  
3906 Church Rd, Mount Laurel, NJ, 8054

INJURIES [ 1 INJURIES ]

Chest Injured



PRELIMINARY CARE

DATE: 09/26 - 01:58 AM

CARE PROVIDED: -

TravCARE Nurse Line

MEDICAL CARE

DATE: -

MAIN COMPLAINT: -

Sep 26, 18


01:58 Am Incident Details - Incident Time Recorded

01:58 Am Incident Details - Injuries Recorded

01:59 Am Incident Details - Incident Description Updated

01:59 Am Incident Details - Incident Description Updated

02:01 Am Incident Details - Incident Description Updated

 Accion Innovation Center



# Customer Portal

*An interactive dashboard for an American Water customer, enabling him to view analytics related to his usage along with paying bills, finding bill payment locations, among a host of other features*



## Business Challenges

- The customer had no way to manage his American Water account from one place
- A platform to perform regularly recurring activities such as paying bills
- Agents could not view what a customer did when logged in, not allowing the agent to service the customer properly



## Solution Delivered

- A single, unified platform that enables an American Water customer to perform recurring activities such as paying bills, along with generating service requests, etc.
- Interactive dashboards with visualization, enabling end users to understand data quickly
- A 'customer view' for agents that allows them to help customers perform account activity easily

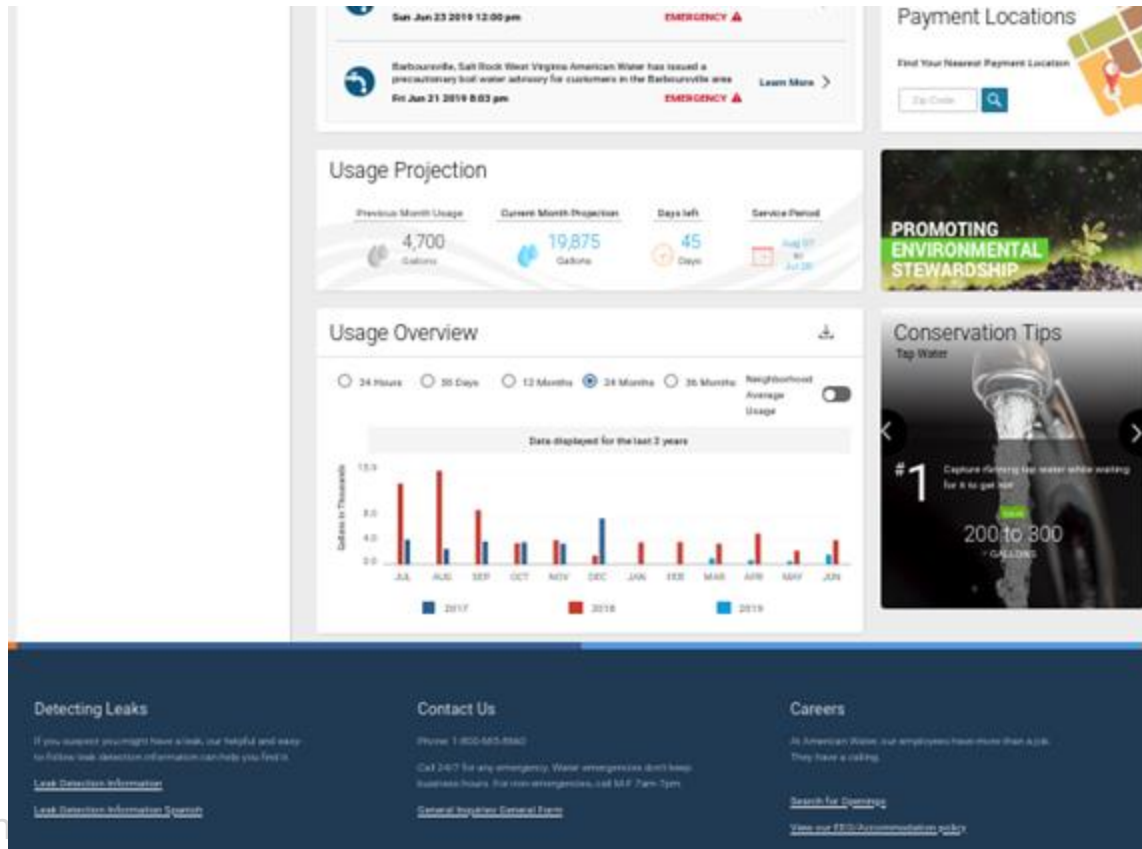
# Customer Portal Screens

The screenshot displays the West Virginia American Water Customer Portal. The header includes the company logo, navigation links for Payments, Usage, Contact Us, and a user profile for Thomas Rist. Below the header is a banner image of a child drinking from a water bottle. The main content area is divided into several sections:

- User Profile:** Thomas Rist, Email: arnestarist@gmail.com, Primary Phone: (304) 890-5762, Customer Since: 08-06-2009, Last Login: Jun 24, 2019 03:30:04 EDT.
- Account Information:** South Lee Addr., Fayetteville, WV 25840, Account No: 1028-21001785910, Status: Active.
- Meters:** Account Type: Residential, Service Type: Water, Sewer, S/N: E020295920, Size: 5/8", Location: Outside, Installation Date: 98/15/2010.
- Make a Payment:** Amount Due: \$82.72, Due Date: Jun 03, 2019, Service Period: Aug 08 to Sep 06, 2018, View Current Bill, Make a Payment button.
- Account Summary:** Prior Bill: \$92.49, Balance Forward: \$0.00, Current Charges: \$104.34, Total Amount Due: \$82.72, View Billing and Payments button.
- Service Request:** Add New Service, Turn Off Service, 1-800-685-8660, Hours: Monday - Friday 7 am - 7 pm, For emergencies, line are available 24/7.
- Alert Settings:** High Usage Alert, Continuous Flow Alert, Account Notification, User Preferences, Edit button.
- Service Alerts:** Huntington, Huntington, 28th Street West Virginia American Water has issued a precautionary boil water advisory for customers in the Huntington area, Learn More button.
- Follow us:** See more of American Water on social media.



# Customer Portal Screens





# Intranet

*An interactive, personalized, voice-enabled, conversational UI-powered platform to engage over 6700 employees spread across 47 states in the US.*



## Business Challenges

- Rich content available, but poor dissemination
- Diverse employee base spread geographically, without a global communication and collaboration platform
- Limited online social engagement + poor metadata tagging in photo gallery
- Blogs, videos and articles published needed linking



## Solution Delivered

- An experience with innovations similar to Amazon services, with comprehensive content offerings for employees
- Collaboration tools to facilitate teamwork and productivity
- Responsive across disparate devices
- Personalization and on-demand support through automation such as NLP and Chatbots
- Pages indexed for search



# Intranet Screens

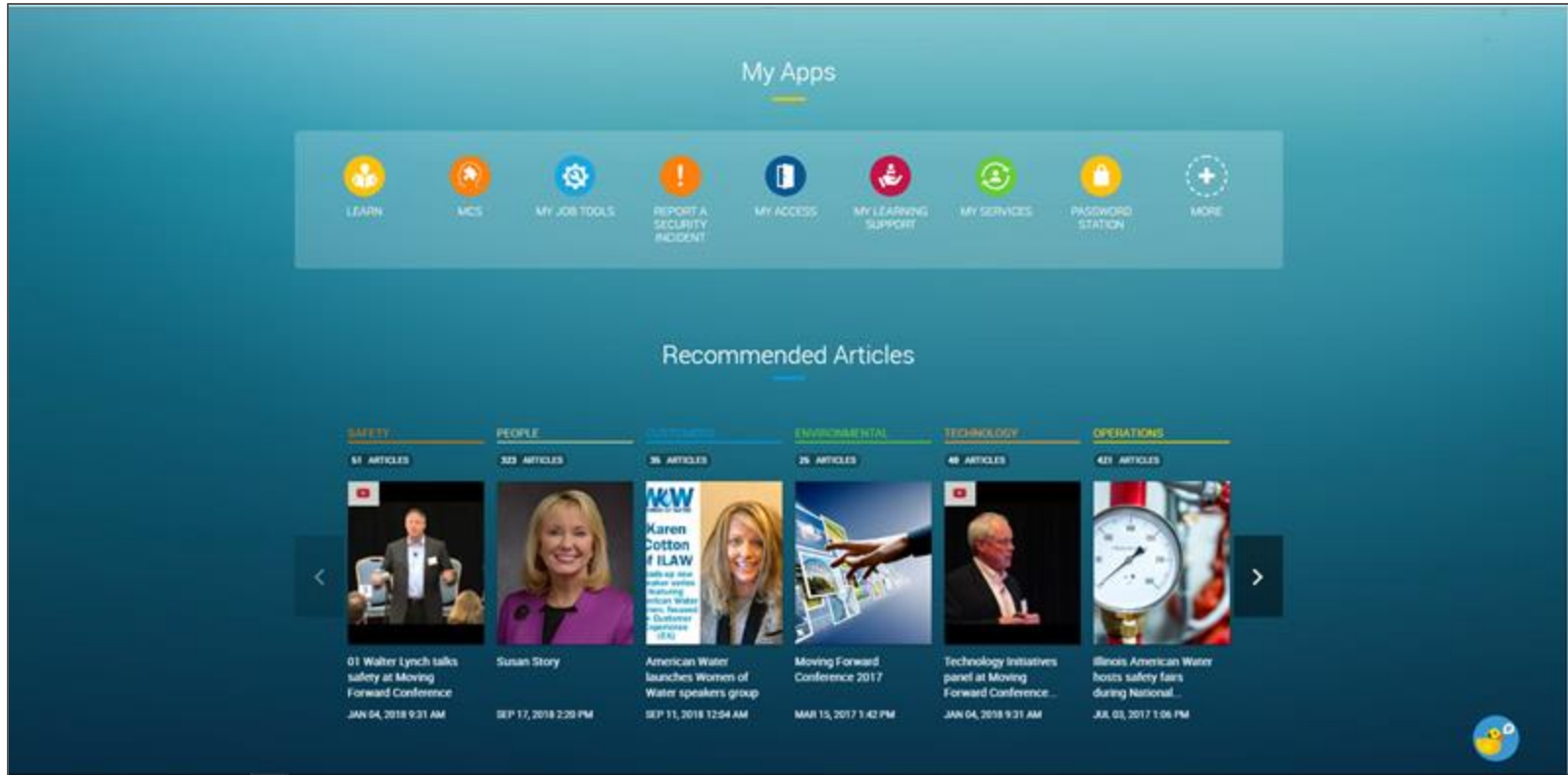
The intranet interface features a purple header with a navigation menu (hamburger icon, grid icon, star icon), a search bar with the placeholder text "What would you like to ask today?", and a user profile section for "Hello, Abhash Sinha" with a star icon. To the right of the search bar is a weather widget showing "71°F" and "Light Rain". Below the header is a "FEATURED" section with the headline "LogMeInRescue to be replaced with Bomgar". The text below the headline reads: "On Wednesday, Sept. 26, LogMeIn Rescue, used as American Water's remote support tool, will be replaced with Bomgar." A "READ MORE" button is located below the text. Below the featured section is a "What's New Today" section with a horizontal scroll of five news items:

- Item 1:** E\*TRADE logo. Headline: "American Water is enhancing the Employee Stock...". Engagement: 1 like, 63 comments.
- Item 2:** Icon of a smartphone with a cloud and an arrow. Headline: "T&I career fair seeks candidates with a can-do...". Engagement: 2 likes, 44 comments.
- Item 3:** Photo of a woman in a blue jacket. Headline: "Missouri employees raise funds for victims of human...". Engagement: 0 likes, 27 comments.
- Item 4:** Photo of a person in a yellow hard hat. Headline: "Introducing the Environmental, Health &...". Engagement: 2 likes, 32 comments.
- Item 5:** Photo of a group of people. Headline: "You make ice cream possible - how AWesome is that!". Engagement: 1 like, 11 comments.

A small circular icon with a blue and yellow design is located in the bottom right corner of the intranet screen.



# Intranet Screens



# Homeowner Services

American Water Resources (AWR) offers utility service line warranties that protect homeowners against unexpected home repair costs. Accion Labs designed an interactive, intelligent and intuitive ecommerce interface for customers and agents.



## Business Challenges

- Offline customer relationship management
- Information distributed in silos with no unification of claims management.
- Bundling of claims difficult to track and service
- Online customer interface absent
- No self-service feature for customers regarding claims status and other queries online



## Solution Delivered

- Microservices-powered architecture for improved scalability and flexibility
- Seamless B2B platform integration
- Separate web and mobile portal access for end users and administrator
- Interactive dashboards with visualization, enabling end users to understand data quickly



# HOS Screens

The screenshot displays the American Water Resources website in a Google Chrome browser. The URL bar shows the site's address. The header includes the company logo, contact information (1.855.800.5195), and links for login, registration, and a shopping cart. The main content area features a large banner with the headline "Take control of the unexpected." and a sub-headline "Get protected and keep life flowing with American Water Resources." Below this, a search bar contains the zip code "19012" and a "GET STARTED" button. A horizontal row of six service icons is presented: Water Line Protection (blue water drop), Sewer Line Protection (green pipe), In-Home Plumbing Emergency Program (red house with wrench), Interior Electric Line Protection (blue plug), Water Heater Repair & Replacement (orange water heater), and Power Surge Protection (red lightning bolt). The bottom of the page shows the beginning of "The AWR Protection Process" with three numbered steps (1, 2, 3) represented by blue circular icons.

AMERICAN WATER RESOURCES

Contact Us 24/7  
1.855.800.5195

LOGIN / REGISTER

CART

Take control of the unexpected.  
Get protected and keep life flowing with American Water Resources.

American Water Resources covers repairs to most of the major systems usually not covered by your homeowners insurance.

Learn More

Check prices and availability

19012

GET STARTED

- Water Line Protection
- Sewer Line Protection
- In-Home Plumbing Emergency Program
- Interior Electric Line Protection
- Water Heater Repair & Replacement
- Power Surge Protection

The AWR Protection Process

- 1
- 2
- 3



# HOS Screens

The screenshot displays the American Water Resources website's Homeowner's Office (HOS) interface. The browser address bar shows the URL: <https://aawater.com/City/AppWeb/clients/HTML5Client/src/SessionWindow.html?launched=1537946131622>. The page header includes the American Water Resources logo, contact information (Contact Us 24/7 1.855.800.5195), and links for LOGIN / REGISTER and CART. A navigation bar below the header features four steps: 1. How it works?, 2. Sign Up, 3. Remake Call, and 4. Sit Back. The main content area is titled "List of program services available for this area" and includes a ZIP code input field (912345) with a CHANGE button. Below this, there are four service cards, each with a "UNLIMITED" badge and a "LEARN MORE" button. The cards are: 1. Unlimited Water Line and Sewer Line Protection Program (\$16.00 Per Month), 2. Water Line and Sewer Line Protection Program (\$12.49 Per Month), 3. Unlimited Sewer Line Protection Program (\$11.00 Per Month), and 4. Unlimited Water Line Protection Program (\$7.00 Per Month).

AMERICAN WATER RESOURCES

Contact Us 24/7  
1.855.800.5195

LOGIN / REGISTER

CART

1 How it works? 2 Sign Up 3 Remake Call 4 Sit Back

List of program services available for this area

912345 CHANGE

Type: Residential

Available Services: All Services

**UNLIMITED** Unlimited Coverage

Unlimited Water Line and Sewer Line Protection Program

**\$16.00** Per Month

LEARN MORE

**UNLIMITED** Unlimited Coverage

Water Line and Sewer Line Protection Program

**\$12.49** Per Month

LEARN MORE

**UNLIMITED** Unlimited Coverage

Unlimited Sewer Line Protection Program

**\$11.00** Per Month

LEARN MORE

**UNLIMITED** Unlimited Coverage

Unlimited Water Line Protection Program

**\$7.00** Per Month

LEARN MORE



# HOS Screens

The screenshot shows a web browser window displaying the American Water Resources payment portal. The page has a header with the company logo, contact information, and a shopping cart icon. The main content area is titled "Payment" and displays the user's name "shree rana" and their service address. Below this, the "Amount Due Now" is shown as \$12.49. The page also includes a "Select a Payment Method" section with options for "Credit Card" and "Bank (ACH)". A "NEED HELP?" sidebar on the right provides customer service contact information and links to the refund and privacy policies.

**AMERICAN WATER RESOURCES**  
Contact Us 24/7  
1.855.800.5195

**Payment**

**shree rana**  
Service Address  
122 E.  
IL, NY, 12345  
Billing Address  
EE 123, R, NY, 12345 [EDIT](#)

**Amount Due Now**

1 Service	\$12.49
Taxes	\$0.00
<b>Total</b>	<b>\$12.49</b>

Payments Monthly Charges. All amounts are in US dollars.

Select a Payment Method

☐ **Visa** | Visa - 09/2018 XXXX - XXXX - XXXX - 4242

☒ **Add Payment Method**

☐ Credit Card

☒ Bank (ACH)

**NEED HELP?**

Call customer service  
**1.844.427.4687**

Or review our  
[REFUND POLICY](#)  
[PRIVACY POLICY](#)

Secure Payments



**Thank you!**

