

improving CESC's billing accuracy

Calcutta Electric Supply Corporation (CESC) is one of India's oldest and most profitable electric utilities company.



Business Challenge

- CESC were looking to significantly improve operations by reducing manual processes and introducing higher levels of automation
- There was a need to control costs and improve the quality of service and power supply for customers



Our Solution

- ViTM business helped CESC roll out an automated meter reading solution that improved their billing accuracy, cut costs and boosted customer satisfaction
- We enabled CESC with a smart metering solution, using our IoT SIM Connectivity solution coupled with our Managed IoT Connectivity Platform, to transmit users' power consumption data back to CESC
- We also installed our IoT SIM Connectivity solution in their Distribution Transformer (DT) meters, to help them monitor and resolve power supply problems caused by overloading on the network



Business Impact

- CESC's meter reading accuracy increased to over 99%, which helped improve their customer service and cash flow, while reducing operational costs
- The our IoT SIM Connectivity solution installed in their Distribution Transformer (DT) meters help detect overloading and improve the quality of power supply
- Our comprehensive network coverage ensures that CESC offered an 'always-on' service
- Our specialised IoT support ensures that all issues are quickly addressed and fixed



Enterprise Mobility



Communication



Connectivity



Security



IoT



Cloud

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