

WEST UTILITY SOLUTIONS



INTERACTIVE SERVICES

CLOUD-BASED COMMUNICATION SOLUTIONS DRIVE A 24/7 CONNECTED CUSTOMER EXPERIENCE

Timely and relevant communication with your customers is as essential as keeping the power on. They want reliable and easy interaction, in storms or blue skies. Automated solutions help you create a consistent customer experience in any outage – ensuring timely resolution, operational cost savings and peace of mind.

With nearly 30 years of industry experience, West helps utility companies serve proactively, interact efficiently and operate profitably, while empowering customers to engage whenever, wherever and however they choose.

Armed with best-in-class hosted technology, consultative experts free you to focus on your core business by engaging customers in the right ways at the right times.

Go beyond connectivity.
Use your power to engage.

Experience Connected.SM



CONNECTED CUSTOMER EXPERIENCE

Customers want the communication they want, when they want it. They demand automation, but expect it to feel natural. West helps you anticipate customer needs, embrace the unexpected and improve satisfaction by seamlessly orchestrating all channels to create an experience that's truly connected.

ALL OUTAGE & IVR SELF-SERVICE

- All Outage Call-Answering
- Mutual Assistance Routing
- Comprehensive Reporting

PROACTIVE NOTIFICATIONS & MOBILITY

- Multi-channel Notifications
- Preference Management
- SMS/Text Conversations

CLOUD CONTACT CENTER

- Multi-channel Integration and Routing
- Secure Transactions
- Contact Center Optimization

PROFESSIONAL SERVICES

- Journey Mapping and Customer Surveys
- Network Management and Security
- User-Experience Design and Testing
- Custom Analytics and Strategy

70%
of homes in the U.S.
are being served

