



rts Resolve Tech
Solutions

**Powering Up the
Customer Experience
with Application
Modernization**





In 2011, a leading natural gas and electric utility serving millions of customers, embarked on a digital transformation journey. Their legacy applications, crucial for customer service and account management, were struggling to keep pace with evolving expectations and a growing customer base. The MyAccount portal, the gateway to online account management, faced limitations: a static, non-responsive UI, slow response times, and an inability to adapt to expanding product lines. With over 5.2 million customers relying on the portal, ensuring a seamless and performant experience was paramount.

Recognizing the need for modernization, the utility partnered with Resolve Tech Solutions, a trusted technology service provider. Together, they embarked on a multi-year application modernization project with a hybrid team of onsite, remote, and offshore experts.

The Approach:

Resolve Tech employed a strategic, phased approach:

- **API Layers:** They implemented API layers to decouple the MyAccount portal from the backend applications, enabling independent development and scalability.
- **.Net Framework:** Leveraging the .Net framework, they modernized the backend applications, improving performance and maintainability.
- **Azure Cloud:** Migrating key components to the Azure cloud platform ensured high availability, scalability, and agility.
- **SQL Server Optimization:** Optimizing the underlying SQL Server databases enhanced data access and retrieval speeds.
- **Security Architecture:** Robust security measures were implemented to safeguard customer data and ensure compliance.



Evolution in Action:



Mobile-Responsive UI: In 2015, a mobile-responsive UI made the portal accessible on any device, catering to on-the-go customers.



Performance Optimization: Continuous performance optimization reduced response times to under 3 seconds.



Product Line Expansion: The platform seamlessly integrated with expanding product lines, like electric accounts acquired through the Vectren merger.



Improved Data Collection: Streamlined data collection processes for better insights and decision-making.



Reduced Operating Costs: Increased efficiency and automation led to significant cost savings of over \$1M.



Increased Customer Satisfaction: The MyAccount portal is now the preferred channel for account management, with high customer satisfaction ratings. Personalized communication and self-service options improved customer satisfaction by over 10%.



Expanded Scope: The success of the project led to Resolve Tech working on various other application modernization initiatives for CenterPoint.



A Model for Success:

The utility and Resolve Tech partnership exemplifies the power of application modernization. By embracing innovative technologies and a collaborative approach, they transformed the customer experience, unlocked operational efficiencies, and laid the foundation for future growth. This case study serves as an inspiration for companies seeking to modernize their legacy applications and drive digital transformation success.

Why RTS:

By providing highly skilled consultants to drive innovative processes we partner with our clients to achieve great feats. Our long-standing relationship of over a decade with this utility is a true testament to the trust and rapport we build. At RTS, we envision a world where digital and AI technologies drive limitless possibilities.

Our unwavering mission is to empower our customers to lead this transformative journey by providing the most innovative and cutting-edge solutions. With a team of top-tier talent, we strive to create an unparalleled experience of service excellence for our valued clients. Rooted in our commitment to accelerating technology transitions, we are dedicated to inspiring continuous innovation in every facet of their ventures. Together, we shape the future, revolutionizing the digital and AI landscape to make the impossible, possible.

Let's Talk:



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