



2013 Budget Strategic Initiatives Member Service

Initiative #P1-3

SmartHub Implementation

Priority

Critical

Objective statement

To upgrade our current e-bill application to NISC's newest version called SmartHub.

Primary benefit

The new SmartHub version gives our members the ability not only to view and pay their bill online, but to download the application to their Smart Phones. This gives them the ability to set how they want to be notified- via text, e-mail or phone for their billing and delinquent notices. It also gives them access to their usage data and the ability to set alerts if their usage goes over a certain amount. It allows easier access to our website and other applications.

Timeframe

Q2 through Q4 2013

Goals and Planned Accomplishments

1. Receive software/hardware (if any) Q2 2013
2. Provide training to Member Service and IT personnel – Q2/Q3 2013
3. Create marketing and communications plan – Q2 2013
4. Marketing and Communications go out end of Q2 and first part of Q3
5. Implement in Q3 or first part of Q4

Sponsor

Member Service

Stakeholders

IT

Amended on:

2012-10-09

2013-01-25