Creating a Specialized Water & Electricity App for a Govt. to Make Life Easier for Consumers

Country

UAE

Domain

IT Services

CHALLENGE

Our client is a subsidiary of Abu Dhabi National Energy Company and operates as the sole distributor and supplier of electricity and water in one of Emirates of UAE.

As a part of their efforts to digitize their service delivery, they wanted to build an app that would serve as a ready tool for customers to receive their water and electricity bills, submit payments, and report emergencies.

SOLUTION

Silwana Infotech team analyzed the client operations, mapped out the service structure, and set out to develop a mobile app that would help company bring their services within easy access of their customers. The app would serve as a platform for the client to disseminate billing information, collect payments, and provide timely support to consumers without over-burdening customer service representatives.

The app was designed to be user-friendly with a visually-pleasing and easy-to-navigate interface that made it possible for users to find anything they need with a few clicks. They could also calculate the tariff, request various services, and report outages or supply related issues for a prompt resolution.

OUTCOMES

The immediate outcome was that consumers using the app had fewer chances of missing key billing details and important dates thanks to the notification feature. The client also observed increased inquiries regarding their services now that the full service list was just a click away for users to find. Customer support through the app resulted in faster issue resolution, leading to better consumer satisfaction.

A Snapshot of Results

- Faster billing process

- Payment delays down by 15%

- Customer issue resolution time was reduced by 30%

- Increased queries on other services

- Increased customer satisfaction and profits

Join the ranks of happy clients who are driving business gains through Silwana's app development expertise.

Get in touch with us today!

Call us: +971 4554 2988

Email us: support@silwanainfotech.com

About Silwana Infotech

Silwana Infotech is a market-leading name in global IT services. With headquarters in Dubai, UAE, development centre in India, and presence across 7+ locations, we are spearheaded by a leadership team comprising industry expert, business-technical analysts, and subject matter experts with far reaching experience of more than 2 decades.
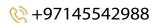
Our comprehensive IT services range from software development, product engineering, infrastructure services, and solutions based on emerging technologies like AI, BI, IoT, Blockchain, AR-VR etc. to digital marketing, content creation and resource augmentation. Our technology products include ERP, HRMS, CRMS, and various industry-specific solutions.

As a complete IT partner for enterprises and businesses, we harness advanced technologies to conceptualize, develop, and implement innovative products and solutions that make lives easier. We are proud to be your partner in success!

UAE, DUBAI
Silwana Infotech. LLC
#104 Yes Business Tower,
Al Barsha 1
📞 +97145542988

INDIA
Silwana Infotech. LLC
#D-107, Sector 2, NOIDA,
UP– 201301
📞 +97145542988

Turkey
#179 Building Istanbul Elli, Sisli Ergenekon Mah

MALAYSIA
#38 Jalan Mengkudu, 83000 Batu, Kuala Lumpur

IVORY COAST
#19, Building 23, Boulevard de Marseille District 4, Abidjan

EGYPT
#58 Lebanon Street, Office 110 Mohandessin, Cairo

JORDAN
Third Floor, Raed Khalaf Center, Amman Jordan.

IRAQ
Office in Erbil, North Bakhtiari District

SUDAN
Garden City Khartoum Sudan

Email us: support@silwanainfotech.com