



CUSTOMER EXPERIENCE PROJECT RECEIVES HIGH LEVEL SUPPORT



PSI'S CONSULTANT PROVIDES AEP WITH UPDATED PROCESSES AND COMMUNICATION

THE CLIENT ►

American Electric Power hired a PSI consultant for a Customer Experience project which was supported by two project teams: CRM and CXI. PSI's consultant was hired to support the CXI project which addressed AEP's billing profile, bill pay alerting system, meter reading history and many other work calls. The overall goal of this Customer Experience project was to provide high level support in all the AEP related bill pay, credit debit history, billing profile and other service calls.

THE CHALLENGE ►

AEP was mainly focusing on utilizing the environments they had to leverage best performance from the current systems in a cost-effective manner, as well as increase the rewards for the company. PSI's consultant was hired to support the Oracle SOA Suite product along with MFT and OSB. Since he had earlier strong knowledge of these products, he could easily understand the projects and environments.

THE SOLUTION ►

PSI's consultant helped the team in fine tuning the performance parameters, monitoring environments, writing scripts for log rotation and troubleshooting critical production environments issues.

"Since I was hired to assist with one of the projects, I have supported the project team with numerous performance load testing sessions, and worked off hours to help them achieve their test results," said the consultant. "Also, I spent a few weekends completing one of the big production data releases which was really appreciated by my manager along with his directors."





THE RESULTS ►

As soon as PSI's consultant joined the project, he introduced gc logging, wrote log rotation scripts for all the lower and prod environments, actively supported multiple performance testing meetings, installed applications which were requested by the DEV team and prepared multiple procedural documents as part of the team's work.

The Oracle SOA Suite implementation helped enterprise architecture, which supported building connected enterprise applications. This helped business applications to talk to each other which wasn't possible prior to PSI's consultant addressing the issue. The overall result was improved, streamlined processes and communication.



"For my 3 months working for PSI, I have seen their immense support for their employees when it comes to providing documentation and anything that an employee has requested. I like the never say no attitude of the company. I would highly recommend PSI to everyone I know and others as well due to their core values of putting our success as their top priority and never sacrifice quality over quantity. Since I was hired and working for PSI, I have always admired the way this company has strong focus on the employee's future. Personally, they have really helped me a lot with all my future employment needs be it immigration, providing all the required documents without any objection." –PSI Consultant