

## Cotabato Light Pearl-3 project kicks-off!

Written by Anna Jane Utod-Mamaril

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CUSTOMER SERVICE at its highest quality is what Project Pearl is all about. After the success of Project Pearl 1 of VECO, then Pearl 2 of Davao Light (DLPC), here comes the Project Pearl 3 of Cotabato Light. Finally, Cotabato Light and Power Company (CLPC) enjoining the new system called Customer Care and Billing (CC&B) System.

On March 23 at 10am, Pearl 3 had its kick-off activity held at Cotabato Light Conference Room. The event was graced by CLPC and DLPC Executives, Subject Matters Experts (SMEs), Team Leaders and Team Members. Also present via Video-con were AboitizPower VP-Distribution CSG Bien Garcia and Cotabato Light CEO Jimmy Aboitiz.

The program was formally started with a welcome message by VP & Resident Manager Crisente Ferolino - who is a member of Pearl 3 Steering Committee. He also acknowledged the presence of DLPC Functional support and SMEs who have shown big encouragement for CLPC. "With this new system we will be experiencing "Birth Pains", but with that pain comes a "new life" that promises a better service and a better future.

While CLPC COO Art Milan proudly delivered his challenging piece, "Indeed we are all excited with this project for this is another milestone for Cotabato Light. The bottom line of having this program is to make our systems more efficient and to better satisfy our customers. I have no doubt that Cotabato Light will make these aspirations into reality. "

On the other hand, Project Manager Bong Quilos illustrated the Project Organization, from Executive Sponsor, Steering Committee, Project Director, Project Manager down to Functional, Technical and Communication group. He also presented the timelines of Project Activities and Organization. Among of the project activities that is still on-going is the Gap Analysis between

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Cotabato Light Legacy System against CC&B System which started last March 21. Project Pearl 3 is expected to go live on May 14 this year.

The Gap Analysis is a tool that helps everyone to analyze and compare end-user information needs, and to identify the variance or gap of the two (2) system's operational procedure. This will help provide the company with insights into areas which could be improved.

Via Videocon, Cotabato Light CEO Jim Aboitiz proudly congratulated everyone. "Oracle's CC&B System is world-class software used by top utilities worldwide. Small electric utility like Cotabato Light will going to use this software – now we will able to grow and go in one direction" he added. Also, AboitizPower VP for Distribution CSG Mr. Bien Garcia shared that "it is a gift of APC to its member distribution utilities (DUs) which aimed to improve our existing system. And, our common goal is to be able to deliver the best customer service we can.

Everyone was truly inspired and determined that May 14 Go Live target is just within reach. Pearl 3 Co-Project Manager Mr. Arzy Sacamos ended the program by saying "Strong teamwork of Cotabato Light and Davao Light team is a key for the success of this project. Indeed, this is a better system – a better way to do things."//