

Another Step Forward As Cotabato Light Deploys New Oracle System

Written by Re Perry Gallos

In today's fast paced world, software applications and technology upgrades are essential to remain efficient, paving way to more opportunities and gaining higher degrees of competitive advantage.



On March 24, Cotabato Light and Power Company (CLPC) launched the new **Online Receipting System (ORS)**.

By adopting this new application software, CLPC had leaped another step forward towards the vision of Aboitiz group to have “One System” running across all Distribution Utilities (DUs) in Aboitiz Power. This system is a prerequisite to the upcoming Project Pearl 3 - Oracle Customer Care and Billing (CC&B) System which is expected to finish this May, 2011.

One of the most important things to consider when adopting this new information system is the need of everyone in the organization. New system often brings new functionalities and processes that some users may find it inconvenient at the start – “birth-pains” as we call it. But that could only be few and temporary because the new ORS application was designed with simple interface, intuitive, and it is much easier to use.

The end-users should be open-minded and welcome change as a necessity to stay relevant and competitive in this industry where world-class customer service is essential, and a plus factor to company's brand. User's acceptance will facilitate the utilization and implementation of this system innovation. Eventually, the users will get familiarized with the new system's operations and procedures.

Other AboitizPower DU's like VECO, Davao Light and Subic Enerzone are already using this application. Though, Cotabato Light was somehow late to go on-board with this ORS but the company was still very thankful because the system was already “cleansed” and tailored-fit for its use. Sharing of technical expertise and world class software applications is one of the

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advantages inherent to that of being an Aboitiz company.

“Well, it could be save the best for last but I believe we are fortunate to have this Oracle collection system. And, we are more prepared to use this because we already got the feedbacks from our sister companies. Thus, we are more ready to face any challenges that may arise and we’re proud to say that we’ve launch this new application the way it should be.” IT head Reginald Gustilo said. //