**Assignment Module Commercial Management – Minimum requirements of Customer Database**

**Case description**

You are the head of a commercial department of a water utility with 200,000 connections. The current software for the customer database and billing and collection is not supported anymore by the supplier. This could result in inadequate software as e.g. the use of modern payment methods is not supported by the current version of the software.

The current software has been completely depreciated and the book value of the software is 0. The utility has a reserve for the procurement of new software.

Because of national laws you have to start a tender procedure for the procurement of new software. The first step is to make a Terms of Reference for the software.

**Assignment**

Make a list with the minimum requirements for the Customer Database part of the new software