

A robust, user-friendly, highly configurable and feature rich **Customer Information System** built on a stable infrastructure platform for the unique needs of mid-sized utilities by leveraging 30 years of experience



## What Your Utility Gets

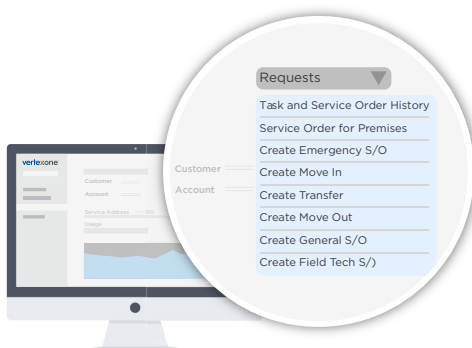
Bill Usage	Charge	Days
866.0	\$6,934.2	30
704.0	\$6,404.0	31
2,413.5	\$11,939.15	33
809.0	\$6,842.70	30
0	\$6,944.0	29

### FEATURE RICH CIS

- Comprehensive functionality for Customer Service, Billing, Service Orders, Remittance Processing & Collections
- Front office and back office capabilities support complete end-to-end utility meter-to-cash operations

### DESIGNED FOR USABILITY

- Intuitive user navigation reduces call times, increases first call resolution and improves customer experience
- Simple, browser based user-interface reduces time to proficiency for new utility staff
- Flexible back-office capabilities for freedom to take control



### EFFICIENT BUSINESS PROCESS EXECUTION

- Guided business processes enforce standardization and a consistent customer experience
- Business rules engine automates complex processes with configurable levels of enforcement
- Automated batch processing minimize manual intervention

## RESULTS

✓ IMPROVE CUSTOMER EXPERIENCE

✓ BOOST FIRST CALL RESOLUTION

✓ ENHANCE DATA INTEGRITY

✓ INCREASE BILLING ACCURACY

✓ DELIVER COST SAVINGS

✓ REDUCE CALL AVG HANDLE TIME

✓ DRIVE PROCESS CONSISTENCY

✓ ACCELERATE DIGITAL TRANSFORMATION

✓ ENABLE BUSINESS AGILITY

Delivered via the **VertexOne Complete™** enhanced SaaS solution, enabling technical and functional currency, proactive IT security and scalable technology infrastructure with predictable cost of ownership.

## Why CIS Essentials?

### SEAMLESS INTEGRATION

- Published web services for easy integration with external systems
- Built-in integration with a variety of systems: ERP/Finance, Mobile Work Management, Asset Management, GIS, EBPP, Customer Self-Service Portals, Meter Data Management, etc.
- One stop ownership for all system integrations

### EVOLUTION DRIVEN BY EXPERIENCE

- Annual releases with new features driven by product innovation and client requests
- Refined over 30 years and over 125 implementations
- Enables AMI, AMR and smart city capabilities
- Service Oriented Architecture enables easier interfacing with external systems

### PROVEN SaaS DELIVERY MODEL

- Proven track record – 99.9% of all SLAs have been met
- Application run and grow services ensure technical and functional currency
- Deliberate & proactive IT security focus assure data protection and minimal interruptions in service
- Scalable infrastructure platform supports utility business agility through quick time-to-value for new customers

## Key Features

- Built for electric, gas, water, wastewater and solid waste utilities
- Comprehensive bill rating engine
- Powerful debt management functionality
- Quick reference panel with 40+ data fields for speedy resolution
- Automated contact categorization based on CSR actions
- Integrated work management queues
- Detailed system audit logging
- End-to-end lien management and bankruptcy processing
- Full bill correction and meter reading history
- Open system accounting enables easier aging & allocation review
- Automated & efficient batch processing eliminates manual tasks
- Configurable outcomes for exception resolution
- Define custom exceptions without development
- Flexible service order prioritization and processing
- Configurable payment allocation based on business rules
- Configurable system alerts
- Expansive landlord and summary billing functionality
- Large repository of operational reports
- Commodity specific reference deployment model for quick time-to-value at lower cost

### FOR MORE INFORMATION

[vomarketing@vertexone.net](mailto:vomarketing@vertexone.net)