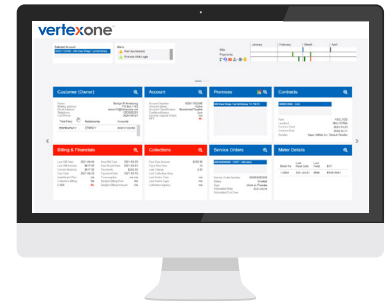


Our award winning, enterprise class **Customer Information System** built for utilities and delivered as enhanced Software-as-a-Service featuring pre-configured business processes, integrated customer engagement insights, and continuous improvements.



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

TOP TIER CIS PRECONFIGURED FOR UTILITIES

- 250+ utility meter-to-cash user stories based on VertexOne best practices
- Built on SAP S/4 HANA with a user friendly HTML5 user interface and in-memory database
- Real-time integration with VertexOne Digital Customer Engagement and Mobile Workforce Management

ACCELERATED TIME TO VALUE

- VertexOne FastStart™ implementation methodology mitigates risk, aligns incentives and enables delivery on-time and on-budget
- Hybrid Agile development model for iterative build of functionality for increased collaboration, transparency and shortened timelines
- Seamless transition to support with VertexOne SaaS for efficient knowledge transfer and strong post go-live support

Requests
Task and Service Order History
Service Order for Premises
Create Emergency S/O
Create Move In
Create Transfer
Create Move Out
Create General S/O
Create Field Tech S/O

RISK MITIGATION

- Early data migration enables enhanced data integrity and effective system validation
- Strong project governance and quality assurance check points for early course corrections and fewer defects at go-live
- Proactive organizational change management with effective knowledge transfer and high employee engagement

RESULTS

- ✓ IMPROVE CUSTOMER EXPERIENCE
- ✓ INCREASE BILLING ACCURACY
- ✓ DRIVE PROCESS CONSISTENCY

- ✓ BOOST FIRST CALL RESOLUTION
- ✓ DELIVER COST SAVINGS
- ✓ ACCELERATE DIGITAL TRANSFORMATION

- ✓ ENHANCE DATA INTEGRITY
- ✓ MITIGATE BUSINESS RISK
- ✓ 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 VertexOne CIS Enterprise™?

NATIVE INTEGRATION WITH UTILITY SYSTEMS

- Native integration with other applications that sit on SAP S/4 HANA, including Finance (ERP), Meter Data Management, Asset Management etc.
- Powerful application middleware facilitates integration between VertexOne and third-party solutions, supports multiple protocols, with access to future technologies and interfaces
- One stop ownership for all system integrations, with published webservices in a service oriented architecture

IN-MEMORY DATABASE

- Columnar, in-memory technology 360x faster, uses 60-80% less storage and allows horizontal scaling through parallel processing on a multicore CPU architecture
- Real-time analytics by merging transaction processing and reporting into single database to reduce latency
- Business agility, improved customer experience, and fast paced innovation capabilities

PROVEN SaaS DELIVERY MODEL

- Proven track record – 99.9% of all SLAs have been met over 30 years of business
- 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

Key Features

- Quicker customer identification with dynamic search for reduced effort and call handle times
- Flexible collections engine enables differentiated strategies based on customer risk profile
- “Account for life” data model for better customer experience and reduced write-offs
- Simulate rate changes and introduce new products with comprehensive bill rating engine
- Accelerate meter-to-cash throughput with AI driven proactive exceptions processing
- Automated cancelation of disconnect orders upon payment
- Personalized service with 360 degree view of the customer
- Data validations on customer and premise data improve data integrity
- Mobile Work Management system real-time integration delivers timely service order information
- Real-time payment processing and recording to minimize interruptions
- Expansive automation of back office processes
- Configurable alerts on key processes
- Comprehensive capture of customer interactions
- Faster processing of batch execution
- Configurable automated workflows enable consistent business processes

FOR MORE INFORMATION

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