



# Cloud CIS to Improve Your Customer Experience

Upgrading to Cloud CIS eBook

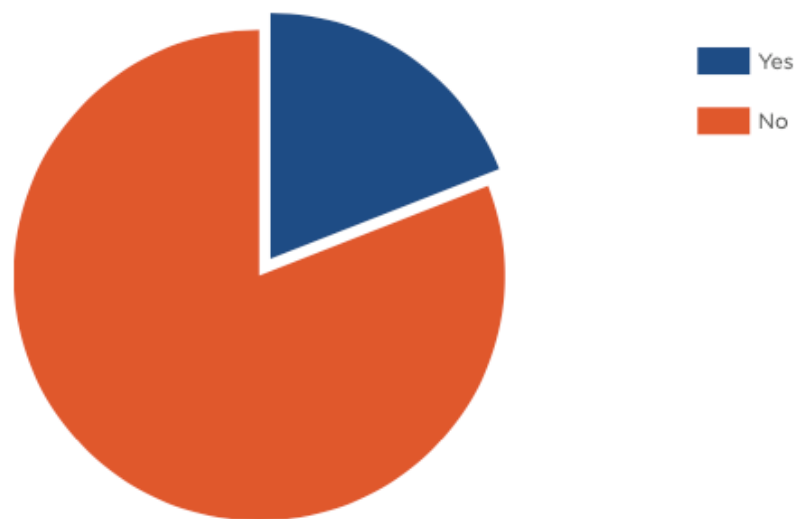
**vertexone**<sup>™</sup>

# REASONS #1 TO MOVE TO THE CLOUD

## CURRENT TECHNOLOGY

If you're not happy with your ability to keep your CIS up to date, you're not alone.

Satisfaction with Current CIS

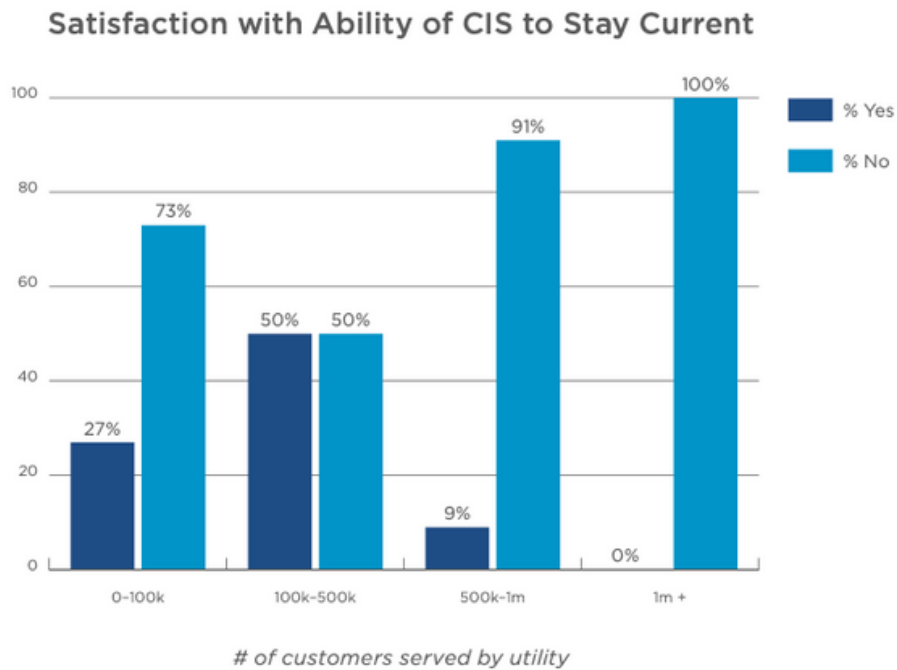


*According to a recent RIM Solutions survey, fewer than 25% of respondents are completely satisfied with the ease of updating their current CIS.*

*Priorities and Challenges in Customer Experience: Impact on the Utility CIS*

Fewer than 25% of respondents to a recent RIM Solutions survey were completely satisfied with their ability to keep their current CIS up to speed. In fact, our research shows that the larger the utility, the more concerned they are.

Moving to the cloud with VertexOne has many advantages over managing your own CIS on premise. Because an expert partner is responsible for maintaining the technology, you'll always have the latest updates and the support you need, freeing you up to focus on your business.



*Priorities and Challenges in Customer Experience: Impact on the Utility CIS*

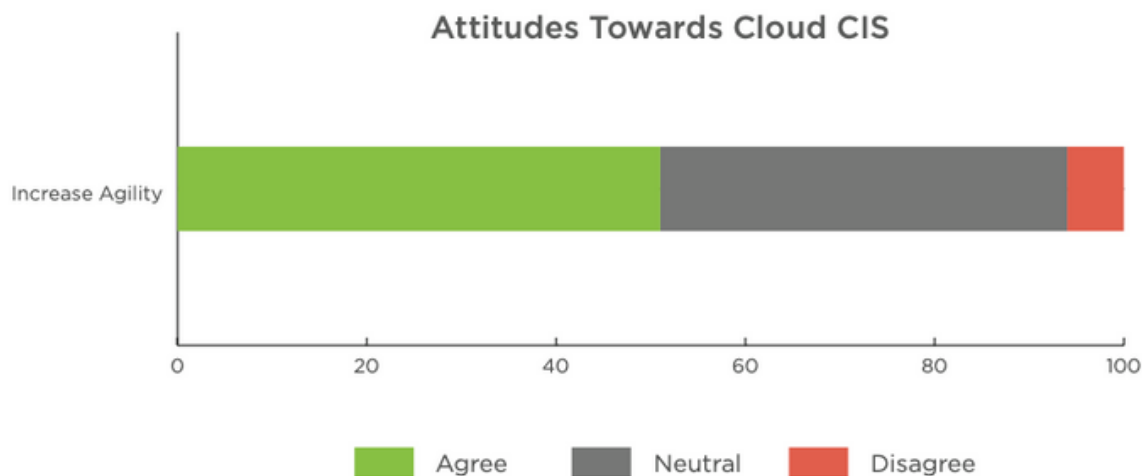
Your CIS should always be cutting edge because upgrades are built right into the SaaS model. You'll be able to take advantage of the latest technologies—like SAP HANA® in-memory computing—without having to invest in the staff and resources necessary to implement these advancements on your own.

Why does that matter? Because when technology isn't kept up to date, utilities can be left on their own without support. If you're trying to keep systems operational, or struggling to scale and adapt homegrown solutions when new components won't work off the shelf, you're probably spending valuable time and money just to stay afloat.

## REASON #2 TO MOVE TO THE CLOUD

# BUSINESS AGILITY

You know that the utility industry is changing faster than ever before. How do you adapt your business to this increasingly dynamic environment and ensure it can thrive no matter what the future brings over the next 15 to 20 years?



*According to a RIM Solutions survey, 50% of utilities surveyed agreed that cloud technology would help them increase their business agility.*

*Priorities and Challenges in Customer Experience: Impact on the Utility CIS*

For most utilities, the answer is the cloud. In fact, more than 10 times as many utilities agree than disagree that the cloud can help them increase agility.

Adopting a cloud CIS that's built to work with mission-critical technology like AMI, GIS and OMS, as well as industry-leading enhancements like multichannel communication, and predictive and speech analytics, means that adding new features and functions is fast and easy. And with the SAP platform at the core of our SaaS CIS, you'll have access to thousands of vendors already connected into the SAP ecosystem.

It's important to note that significant R&D investments are being made by SAP and VertexOne in new capabilities that have the unique needs of utilities at their core. You can rest assured that you'll be supported for the long term when you choose VertexOne.

Not only will VertexOne keep you up to date, we also promise two platform releases a year. That's like getting a better CIS every 6 months! When you partner with VertexOne, we'll share our product roadmap with you so you can make sure your business is ready to take full advantage of the enhancements coming down the pipeline.

## REASON #3 TO MOVE TO THE CLOUD

# BUSINESS AGILITY

When you think about scalability of a new CIS solution, it's important to think about how all of the pieces work together to avoid break points and provide the flexibility you need. Leveraging the cloud allows you to achieve both goals, but to truly scale, the system you are implementing needs to work flawlessly from top to bottom.

### THE CLOUD: PURPOSE BUILT TO SCALE

One of the key benefits of cloud computing is its scalability. The cloud enables your utility to react faster to business needs, increasing or decreasing your IT requirements as required, without expensive changes to your IT systems and the team members needed to support those changes.

VertexOne combines the cloud's flexibility and scalability with the industry's leading CIS platform. With its ability to support utilities ranging from 30K to 30M customers, we have you covered, no matter your size or scope.

As anyone who has updated their IT stack knows, the fewer the pieces, the easier it is to scale without break points. Which is another reason why VertexOne is the solution for utilities that are focused on growth and customer service. With its ability to drive transactions and do real-time analytics on the same platform, you avoid the need for external databases that have to be rethought and reconnected. Instead of spending valuable time connecting the pieces, you can focus on connecting the dots in ways that make your customers happier and keep your business growing.

## REASON #4 TO MOVE TO THE CLOUD

# EXPERT TECHNOLOGY SUPPORT

When you shift your CIS to the cloud and let someone else handle day-to-day management, your options open up from a staffing standpoint. Instead of hiring and maintaining a staff of full-time IT specialists, VertexOne will provide you with easy, as-needed access to a team of skilled technology experts who will make sure everything is working smoothly and performing at the level you and your customers demand.

Your staff will be able to focus on delivering high-quality service to your customers, while our technology expertise and personnel will cover all facets of IT management, ensuring everything connects correctly and operates flawlessly.

With VertexOne, customers have access to a team of technology experts to ensure and enhance system performance.

“Bear in mind that a utility employee is unlikely to be as efficient or effective as a technical consultant from a third party; nor is their organization flexible enough to deal with the peaks and troughs they may experience managing a live application or unanticipated resignations and retirements.”

– Tim Almond, Executive Vice President, TMG

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Management	Architects	Technical Resources	Functional Resources
Service Delivery Manager Disaster Recovery Manager	Technical Architect Solution Architect	Network Engineer Infrastructure Engineer Basics & Security Developers Integration Reporting & Analytics Web & Mobile Self-Service	Device Management Billing Customer Service Customer Accounting

As part of your cloud CIS agreement, your service levels are guaranteed, so you can be confident that your business will be up and running, even when you're no longer running the day-to-day IT.

Guaranteed Service Levels					
Issue Response Time	Issue Correction Time	Network Availability	Application Availability	Batch Completion	Interface Delivery



# REASON #5 TO MOVE TO THE CLOUD

## PREDICTABLE TCO

Traditionally, total cost of ownership (TCO) has focused primarily on the implementation of a new CIS. But implementation is only a part of the true cost of ownership. How do you factor in upgrades to hardware and software? Disaster recovery solutions? The addition of new features and functionality? Often these items come into view as surprises after implementation and dramatically change what your TCO truly is.

However, a fully hosted and managed CIS allows you to take advantage of subscription-based pricing, which provides a predictable total cost of ownership during implementation and over the lifetime of the CIS.

With VertexOne, you'll be 100% confident in what you will spend over the next 10 to 15 years running your CIS. With built-in upgrades and management of the IT stack, you'll be able to avoid the expenses of hiring additional talent and upgrading aging software and hardware while knowing exactly what you are getting in return.

The end result is that your utility can scale the platform easily to meet your changing needs, run your business knowing your service levels are guaranteed and confidently invest in other areas of your business to drive growth with no unexpected costs.

### ABOUT VERTEXONE

VertexOne is the leading provider of cloud-based software powering the next generation of customer experience for utilities, energy retailers, suppliers, and energy transition companies. We are enabling the digital economy for a sustainable future through a comprehensive customer-to-cash digital platform that provides a wide range of innovative solutions for digital transformation, revenue optimization, and data-drive efficiency surrounding the customer.