



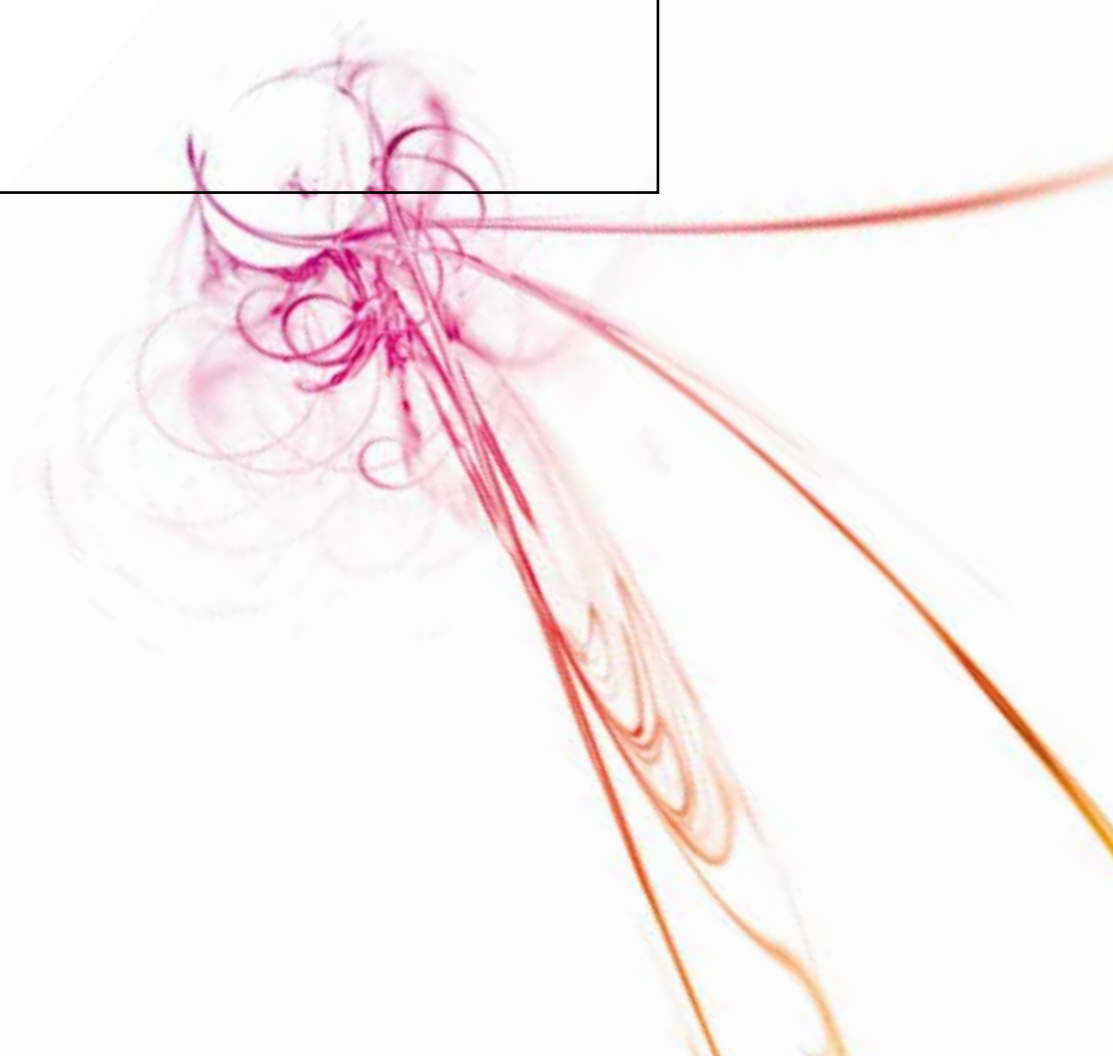
**indra**

ENERGY & UTILITIES

# OPEN UTILITIES CUSTOMERS

More than 130 utility companies worldwide make use of Indra solutions

[indracompany.com](http://indracompany.com)



# OPEN UTILITIES CUSTOMERS



Customer Information System (CIS) designed to provide integral support to the customer business processes management. It addresses regulated and competitive markets from an integrated multi-service perspective

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## **Open utilities customer. The global customer management solution for utilities**

Open Utilities Customers is an integrated, modular system designed to support customer management for utilities and energy companies. Its functional, flexible, highly configurable structure is designed in response to the requirements of a constantly-evolving, dynamic market.

Open Utilities Customers implementation is designed to optimize the most important concepts of the commercial cycle in utilities: customer loyalty, sales growth, cost reduction and prompt-decision making.

Open Utilities Customers is the result of the evolution of consecutive implementations in utilities throughout the world, providing all necessary information regarding daily operations and notifying different management levels of the activities to facilitate the decision making process. It offers a multi-service solution to companies that manage several services.

## Open utilities customers core



### CRM features

- Account Management
- Activities and Communications Management
- Customers' enquiries and complaints
- Web Self-Service.



### New Connection/Disconnection

- Possibility of defining different action points (building, supply, device, address)
- Definition of execution areas and work groups
- Manages Technical Centers and subcontractors
- Automatic work group assignment based on field order attributes and field services specializations



### Contracting

- Management of contracted services, both Utilities (Electricity, Gas, Water) and Value Added Products and Services (VAPS)
- Management of all steps within the contracting business processes (move-in, move-out, modifications, transfers, reconnections) by means of parameterized workflows



### Billing

- Rates and Taxes configuration: Totally flexible structure
- Complex billing
- Individual, complementary and mass re-billing
- Billing Simulation
- Billing quality controls
- Electronic Invoicing



### Collections and Debt Management

- Grouping of several invoices on a single payment notice
- Manages Direct Debit, bank transfers, credit cards gateways, cash drawers,...
- Payment Arrangements, Installment plans, Financing contracts, Budget plans
- Debt Recovery and Bad Debt management



### Distribution Services

- Facilities Management: Premises, supplies, supply-sectors, metering points
- Devices Management: Procurement, installations, operation management, technical data, quality controls
- Routes and Readings: Scheduling, reading quality controls, uploading, downloading
- Integration with reading routes, AMR, external files

## New components

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### Mobility

- Reading activities carried out by synchronizing data between central server and reader's PDA through web services
- Real time field services generation and execution

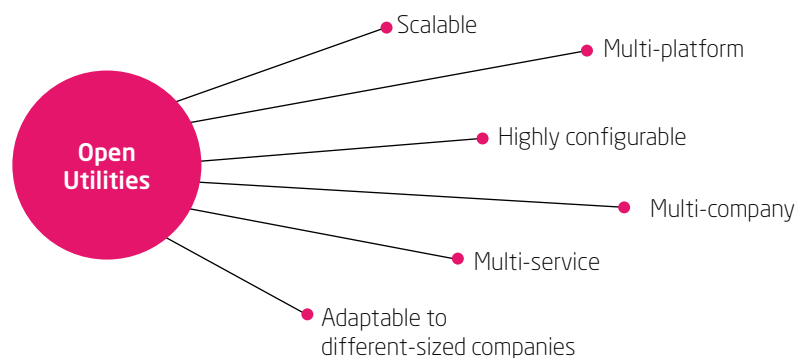


### Sales and Marketing

- Manages both mass market and personalized sales from a single platform
- Catalogue of energy services and Value Added Products (VAPs)
- Complex offers management

## Features

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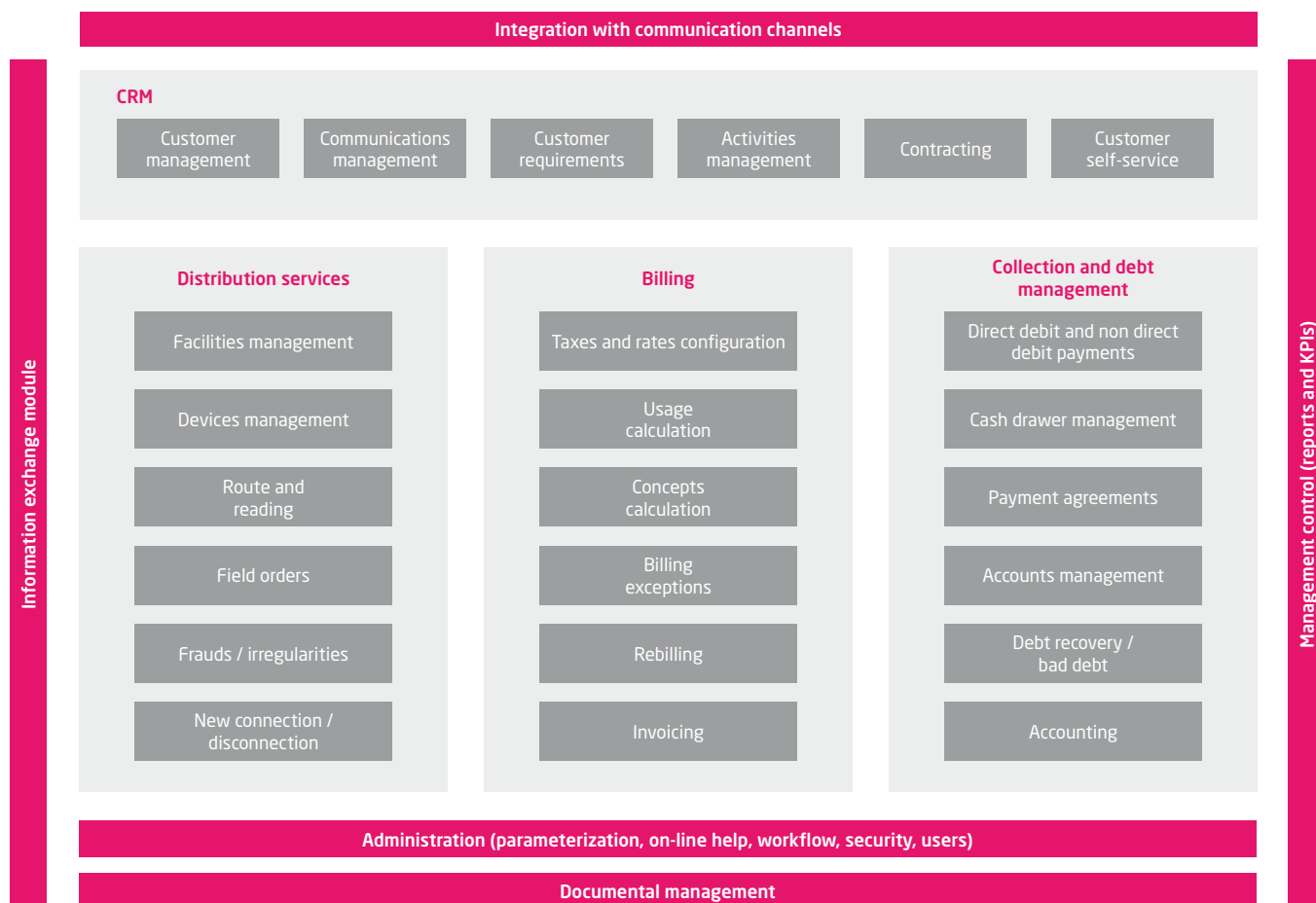


## Benefits

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- 1** Increase in both offered and perceived quality
- 2** Increase customer profitability
- 3** Improved time-to-market for products and services
- 4** Reduction of churn rate
- 5** Reduction of the commercial cycle
- 6** Reduction of debt
- 7** Support commercial losses reduction programs
- 8** Reduction of logistics costs
- 9** Speedy decision-making
- 10** Increase in personnel productivity

## Solution map



## Main references

### Europe

Gas Natural Fenosa (Spain)  
 Galp Energy (Portugal And Spain)  
 EDF Group - SSE (Slovakia)  
 Electrica: Muntenia Nord, Transilvania Nord and Transilvania Sud (Romania)  
 ENEL Muntenia Sud (Romania)  
 EON Moldova (Rumania)  
 Red Chisinau, Red Centru, Red Sud (Moldova)

### America

OSE (Uruguay)  
 Electrocosta - Electricaribe (Colombia)

EPSA (Colombia)  
 Emersa (Argentina)  
 Emel Group (Chile)  
 AES Sul (Brazil)  
 RGE - Rio Grande Energia (Brazil)  
 AYST - Toluca Water Supply and Sanitation (Mexico)  
 Hermosillo Water (Mexico)  
 Monterrey Water (Mexico)  
 AYA - Costa Rican Water And Sanitation Institute (Costa Rica)  
 Cadafe (Venezuela)  
 Elevel (Venezuela)

Hidrocapital (Venezuela)  
 Disnorte - Dissur (Nicaragua)

### Asia

Meralco (Philippines)  
 Electricity & Water Authority (Bahrain)  
 Gecol (Libya)

### Africa

KPLC (Kenya)  
 NCWSC (Kenya)  
 Umeme (Uganda)  
 Zesco (Zambia)  
 Zesa (Zimbabwe)  
 Eepco (Ethiopia)



ISO 9001:2000



**indra**

Avda. de Bruselas, 35  
28108 Arroyo de la Vega  
Alcobendas, Madrid (Spain)  
T +34 914 805 000  
F +34 914 805 057  
indracompany.com

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