VXcis

vertexone™ REVENUE

A robust, user-friendly, feature rich and highly configurable Customer Information System built on a stable infrastructure platform for the unique needs of utilities.

## Expansive Capabilities for Utilities

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
- Flexible back-office capabilities allow utilities to easily implement customized business rules

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 cycle processing helps minimize manual intervention and ensures timely completion of billing
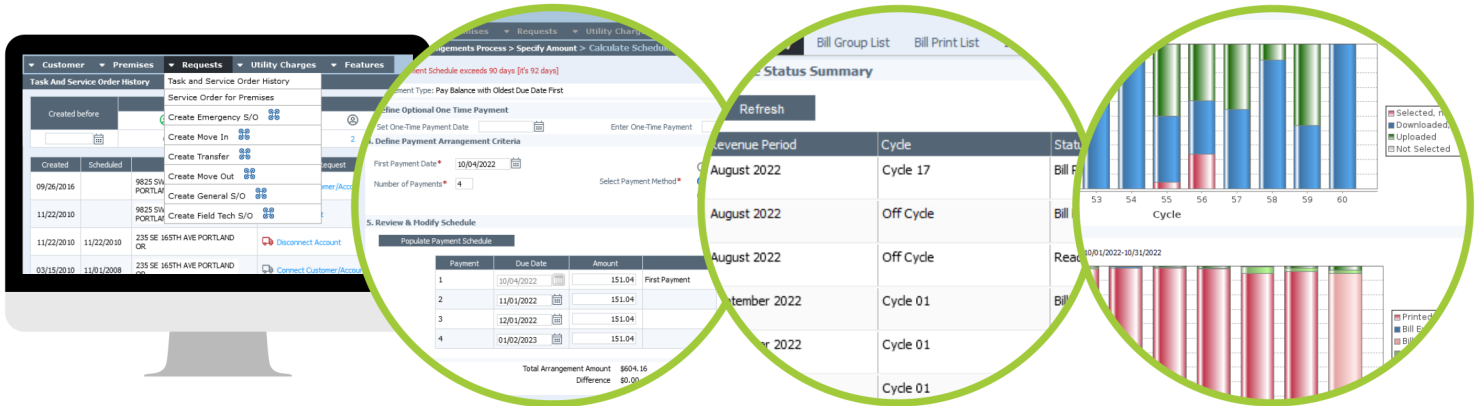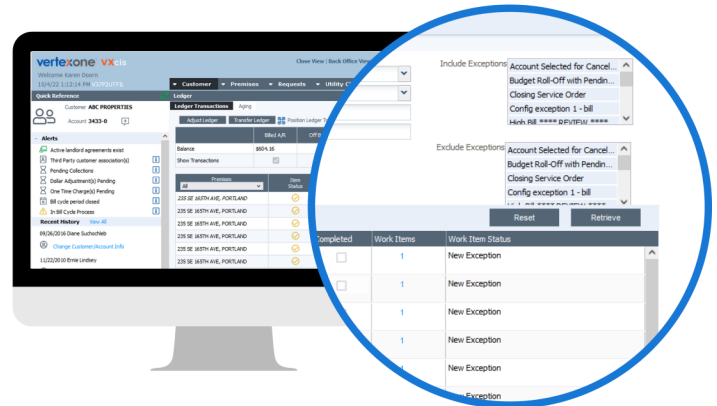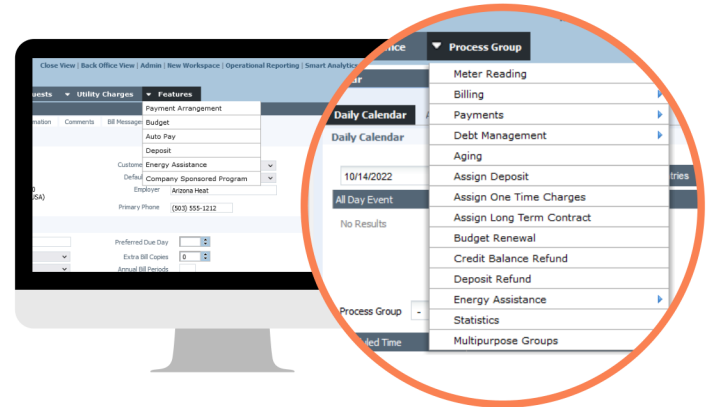
Benefits for Your Utility

| Improve Customer Experience | Increase Billing Accuracy | Drive Process Consistency | Boost First Call Resolution | Deliver Cost Savings | Timely Customer Notification | Enhance Data Integrity | Reduce Call Average Handle Time | Enable Business Agility |

VXcis

Why VXcis?

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.

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 and bill cycle processing

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

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 ensure data protection and minimal service interruptions
- Scalable infrastructure platform supports utility business agility through quick time-to-value for new customers

"It says a lot that we have been with the same CIS vendor since 1999, and the trust that we have with the VertexOne team. We don't even think of each other as VertexOne or Northwestern Energy. It's like we are on the same team. We have trust and transparency. They get things done with us, they show us how to do it better, they know what projects we are working on, they have ideas for us. VertexOne allows us to focus on the utility business, as we are not worried about the CIS going down or how do we make enhancements to the system. Trust, relationship, seamless partners, worry-free service - are what makes our partnership with VertexOne great. We definitely appreciate having them in our corner."

- Julie Becker, Director of Customer Experience and Support, Northwestern Energy

Trust

Relationship

Seamless

Worry-free

Key Features and Functionality

Quick reference panel with 40+ data fields for speedy resolution	End-to-end lien management and bankrupty processing	Configurable payment allocation based on business rules	Open system accounting enables easier aging & allocation review	Automated contact categorization based on CSR actions	Expansive landlord and summary billing functionality	Full bill correction and meter reading history
Flexibility to add custom exceptions without development	Efficient service order prioritization and processing	Comprehensive bill rating engine	Integrated work management queues	Configurable system alerts	Powerful debt management functionality	Configurable outcomes for exception resolution

vertexone™