

UTIL-bill

The Complete Utility Provider Solution

One single bill, per customer account, that combines all services, equipment and payments into the next generation of bill presentment that all demanding customers expect



Oil & Gas Suppliers

Power Suppliers

Water Companies

UTIL-bill

powerful, flexible, cost effective



Developed by Presence Systems over a 10 year period, this complete and comprehensive billing and client management solution for the utilities sector will cater for a gas distribution company with a small client base up to a large utility company offering multiple products and services with connections to multiple suppliers and the ability to scale to hundreds of thousands of clients.

Full-featured and cost effective, UTIL-bill offers a complete solution to your billing needs

The size and functionality your business requires will determine just how much of UTIL-bill you need. There are few limits to the technologies that UTIL-bill can handle.

**If you can measure it, we can rate it...
either from a data feed or periodic download**

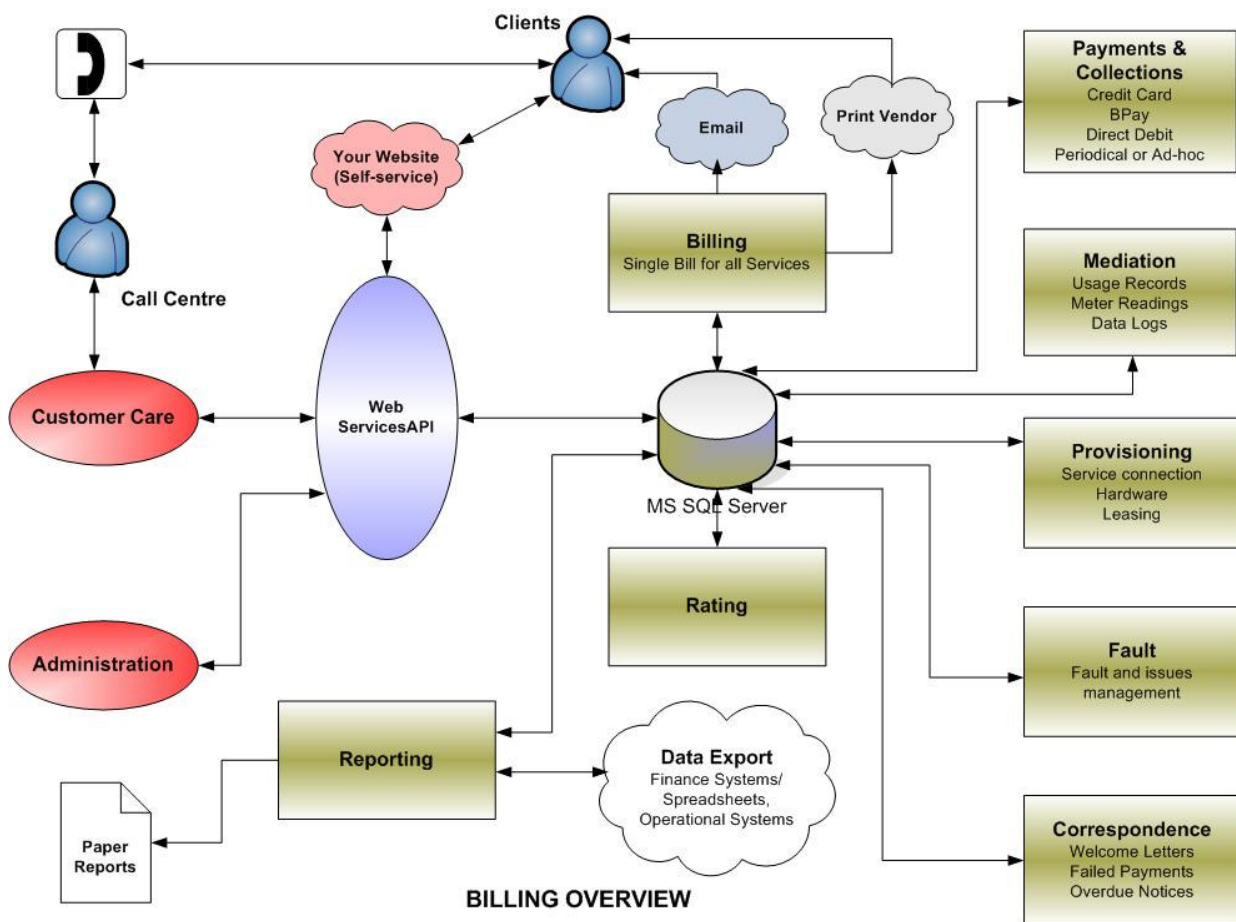
Flexible features include:

- Multi-tier rate plans
- Configurable discounting
- Flexible billing periods fortnightly, monthly, quarterly, annually
- Unlimited account level charges
- Web based customer management
- Asset management
- In-house, outsourced or online bill presentment
- Accounts receivable
- Web services based Software Development Kit (SDK)

UTIL-bill allows for any number of configurations to meet your business requirements.

With features found only in the most expensive solutions, UTIL-bill enables you to compete with your largest competitors while keeping costs down. UTIL-bill is a best of breed solution providing both the flexibility of multiple modules and configuration options, and the reliability that comes from running on an industry standard platform. Couple UTIL-bill with the quality design, proven implementation methodologies and client focus of Presence Systems and it makes for a compelling solution.

functional features



Rating & Billing Modules

Mediation of Data Sources

UTIL-bill is a true convergent billing system, data is loaded and mediated into a single rateable format. Data sources such as usage meter readings, flow meter readings, and electronic data from handheld units can be imported via custom interfaces designed to load the incoming data.

This enables the import of data from a variety of sources and facilitates presentation of various services in a **single bill solution** and provides the option of cross product bundling such as power and gas on a single plan.

Flexibility of handling the import process is provided via a multitude of mechanisms. An application running as a Windows service enables data to be automatically imported overnight or during low usage times, or when data is known to be available. Interfaces can be based on either push or pull (requesting data files or receiving them on demand), automated detection of incoming data (files or other data streams) or completely manual.

Each individual data load is recorded and tracked. In the event of a failure, even part way through a load, the entire load can be rerun without concern for data corruption or duplication. A full history of all data loaded is maintained for audit purposes.



functional features



Single view of your customers through an intuitive, easy to use, web-based interface, regardless of product mix or payment type

UTIL-bill allows you to seamlessly change service providers without your customers even knowing.

Rating

Once the data has been loaded, mediated and matched to a customer, it is available for rating. Rating offers a multitude of options at both the individual record level such as daily usage and account level such as supply charges. Rating of mediated data can be scheduled at specific times using the Scheduler application, or can be configured to occur immediately after the data has been loaded and mediated.

- Flexible rating, discounting and invoicing
- Flexible bill cycles and frequency
- Multi-tier rate plans
- Import usage and meter data from multiple sources

Features available for individual usage rating include:

- Peak/Off Peak rates based on time of day and/or day of week
- Tiered rates based on volume/usage

Features available for account level rating include:

- Multi-product discounts
- Included usage flat fee with excess usage charges
- Variable connection and supply charges

Billing

The Billing module produces a single bill for each account, regardless of the number and type of services on the account, presented to your customers either online, by email or via traditional paper bills. Our billing module provides a wide range of options for both bill presentment and generation of fees and charges.

- Multi-product bundling
- Multiple charging options
- Equipment lease payments and rentals
- Volume discounts
- Invoice generation to print vendors or direct to customers
- Single consolidated bill for all customer services and transactions

Bill presentment options:

- Text or PDF bills either via email or online, online view of unbilled events
- Delivery to mailing house via text file or XML
- Ability to add custom messages without changing bill templates
- Usage graphs
- Summary, intermediate or detailed views
- Tailored to your corporate image

functional features

Generation of fees and charges examples:

- Pro-ration on activation and termination/change of services
- Late payment fees
- Paper invoice fees
- Early termination fees

Customer Care and Administration Modules

The Customer Care and Administration modules are web based, browser independent, interfaces providing all the functionality you require to manage both your customers and the integrity of your system.

The Customer Care module provides for the management of customers from prospect stage right through to provisioning, service management, fault management and payments. This enables call centre staff to quickly and easily deal with all manner of customer enquiries.

- Built in basic customer relationship management (CRM) catering for sales force prospecting through to sale close
- Customer enquiries for billing, provisioning, payments and account and service status
- Customers can have any number of individual accounts, each one billed separately, with unlimited products and services per account
- Change client details including address and payment details

The Administration module provides functionality to maintain products and services, suppliers, and many of the configurable types such as customer and address types.

- Web-based Customer Care and Administration applications are usable from any browser

Correspondence Module

The correspondence module provides a variety of automatic correspondence generated to your customers based on events occurring within the system with their account. Examples of such correspondence include payment related notices such as:

- Overdue notice
- Payment declined
- Credit card expiry reminder
- Credit card expired warning
- Credit or direct debit facility declined
- Automatic payment facility declined

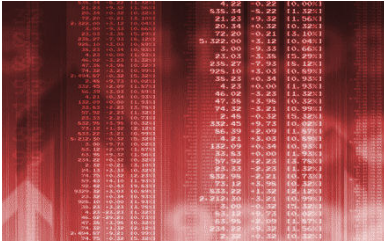
Product related and marketing notices such as:

- Custom mail-outs and special offers
- Service connections and disconnections

Automated
correspondence
to your customers,
using your
corporate image,
for all manner
of events



functional features



Fault Module

The Fault module provides fault and issues management to help track and manage all incidents. Incidents are tracked by various criteria including type and priority and allow operational staff to quickly and easily identify problems and resolve them.

- Length of outages
- Unrecognised/unmatched readings

Payment & Collection Modules

With the Payment and Collection modules, client payment handling is simplified by allowing for a variety of payment types and functionality.

The open and configurable architecture allows you to choose your payment provider, be it a bank, credit society or payment gateway. Accounts receivable functionality supports your financial processes by allowing for both automated and manual payments; adjustments; and flexible and individual payment plans. You can enter General Ledger codes to associate with certain service types for consolidation into your accounting system.

The Collections module provides debt management and collections to ensure early and accurate identification of collection problems and minimise the cost of recovery by automating many of the key processes in the collections cycle. Late paying customers can be automatically transitioned in and out of each collection status automatically, leaving staff to manage the exceptions.

- Broad range of payment types (credit card, direct debit, BPay®, PostbillPay® and others)
- Select the payment service provider or bank of your choice
- Accounts receivable
- Debt management and collection
- Self-service

Reporting Module

The Report module provides a comprehensive range of mission critical business reports available in a variety of formats to suit your operational and financial requirements. Report types include operational, financial and fraud reporting:

- Connections and disconnections
- Issues and/or suspensions
- Provisioning performance
- Expired credit cards
- Revenue
- Supplier costs
- Accounts receivable and aged debtors

With a broad range of payment types, automated payment processing and full collections cycle support, maximum revenue collection is ensured

functional features

Custom reporting options allow for a variety of additional reports to be easily added or to be incorporated into your enterprise reporting solution. Alternatively, Presence Systems can provide the schema for the SQL Server® database, allowing you to make use of your existing enterprise reporting tool.

The comprehensive range of reports, or integration with your existing enterprise reporting solution, keeps mission critical data at your fingertips

With a choice of modules, customisation and integration options, and scalability, UTIL-bill provides power and flexibility at an unbeatable price

Implementation Methodology

Our structured approach is based on the industry standard Unified Process (see http://en.wikipedia.org/wiki/Unified_process) software development methodology, and has evolved from previous successful implementations of TELCO-bill, from the detailed design through to implementation and commissioning. Constant client liaison ensures that the client is fully informed, project schedules maintained, and any issues addressed as we progress through the project cycle.

Implementation Stages

Consultation

The first stage of any implementation is consultation with the client to determine exact requirements. Our experience, combined with each client's unique knowledge of their operations, results in a detailed requirements document that is agreed to and signed off prior to proceeding. This includes all aspects of functional, performance, integration, operational and marketing requirements.

Design

Once the detailed requirements have been agreed, the design of the system to be implemented can be determined. This involves determining the standard UTIL-bill modules required; any custom modules/interfaces to be created; customisation of Customer Care; integration with existing systems such as accounts; provision of customer self-service functionality via the web; and migration of any existing data. The hardware and software required to support the operation of UTIL-bill is also determined at this time. This detailed design is documented and agreed to prior to proceeding.



implementation features



Implementation

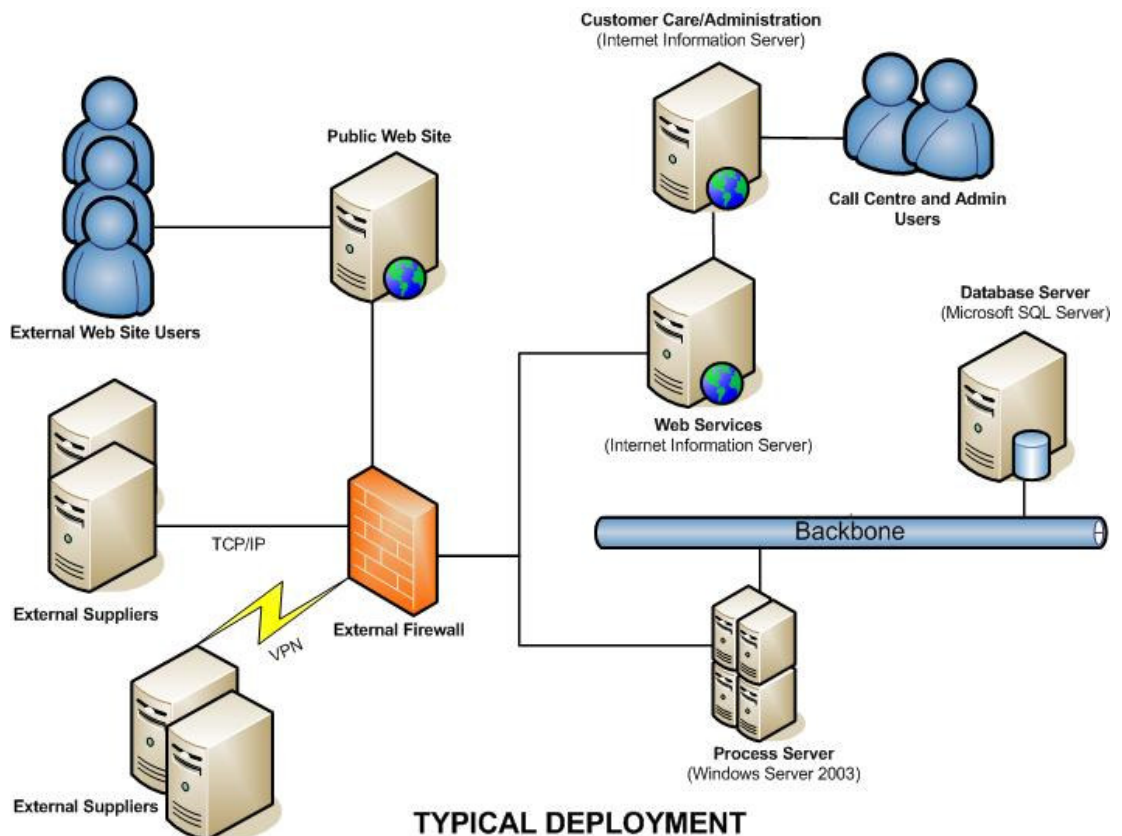
After the design is signed off, an implementation plan is created. This plan includes all aspects of the design, software and hardware deployment, functional and system testing (including testing with your suppliers), and contingency planning. Schedule and costs are finalised at this stage. Once signed off, the plan is executed and the system components are assembled ready for testing.

Testing

Prior to any testing being performed, a detailed plan is put together that covers all aspects of the system. Each component is tested individually to ensure it meets all requirements, before end-to-end system testing is performed.

Commissioning

After final testing has been completed and signed off, the system can be commissioned. Final data migration is performed, if required, connections to suppliers are switched from test to live environments, and the system is ready for business. Over the 3 month commissioning period all aspects of UTIL-bill's operation are monitored closely to ensure smooth operation from "go live". After commissioning, the system is signed off and ongoing support commences.



implementation features

Support

After commissioning Presence Systems provide ongoing support for UTIL-bill to ensure operations continue smoothly. We offer a number of support options to suit your requirements, including 24/7 on call support.

Outsource Your Billing Operations

As an alternative to implementing your own billing system in your computing environment, Presence Systems provides a fully managed outsourced solution that is tailored to your requirements. This allows you to concentrate on your area of expertise and leave the complexity of billing to us. Each solution is hosted in a secure managed environment and uses the entire UTIL-bill system. Where an in-house billing system is not justified or cost effective, an outsourced solution is the obvious choice.

The advantages of an outsourced solution are:

- Significant reduction in start-up costs
- In-house support costs are minimized without losing 24/7 coverage
- Predictable monthly cost based on a tiered transaction volume model, costs only grow as revenue grows
- All the features of all UTIL-bill modules are available, including the SDK
- Upgrade and maintenance costs are non-existent
- Flexibility to seamlessly move to an in-house solution when revenue growth can justify it

Your enterprise applications and web site can use all the features of the SDK which will allow for customer self-service and integration into your existing systems even though your billing system is outsourced, providing the best of both worlds.

With an outsourced solution based on UTIL-bill comes the ability to migrate to an in-house billing solution with minimal risk if, or when, required. Unlike other implementations of a new billing system into an existing organisation, your existing billing solution can be seamlessly migrated allowing for a changeover your customers and suppliers won't even know has occurred.

The Presence Systems engineers will ensure that UTIL-bill is optimised for maximum throughput and negates the need for your own dedicated database management personnel. This means that you can be fully functional from day one with no ramp up time.

If you are looking for an outsourced billing solution with all the features and flexibility you need, and the added comfort of knowing your billing solution can grow as your organization grows, an outsourced billing solution from Presence Systems is your best choice.

With the choice of an in-house implementation, or an outsourced bureau service, with a seamless migration plan from one to the other, UTIL-bill provides a level of flexibility, and the ability to grow with you, that is second to none



architectural features

Industry Standards

Development of UTIL-bill has focused on maintaining industry standards and best practices.

- Fully functional web services SDK allows you to build your own front-end or incorporate the system into your own intranet and/or CRM, and allows for a high degree of customer self-service to further decrease operational costs
- Built on Microsoft's .NET Framework and SQL Server
- Use of industry standard XML and SOAP facilitates wide ranging integration and connectivity options

Industry standard technologies, web based interface and a full featured SDK allow for a wealth of integration and customisation options

Web Based Interface Architecture

The interfaces provided allow for two approaches to providing a front end:

- The web based Customer Care and Administrator applications allow for a full featured out-of-the-box solution
- The SOAP compliant XML web services API allows for a custom front end to be built giving you the flexibility of incorporating the UTIL-bill solution into your existing intranet, CRM or other enterprise systems, as well as integration of customer self-service into your web site

The Software Development Kit is truly full featured and is used by Customer Care and Administrator; there are no "hidden" APIs or system backdoors. The use of an industry standard interface gives you the freedom to choose your own development tools and front-end. The SDK can also be used to add customer self-service functionality to your own web site, providing further cost efficiencies.

additional information

Established Client Base

Presence Systems has an established client base and ongoing long term business relationships brought about by providing excellence in customer service and understanding of our client's business needs. Presence Systems has what you need for your billing requirements, all at the right cost. This is coupled with innovative application development skills from experienced developers and database engineers, backed by our status as a Microsoft Certified Partner.

As a Microsoft Certified Partner, Presence System's staff have the skills and experience to deploy and maintain your system, and the ability to provide any additional consulting and development you may need

Additional Services

Presence Systems, through its staff of professional Microsoft qualified software engineers, can provide both consulting and development services to help you customise a complete solution to suit your needs or develop a tailor made business application.

- Consulting services
- Implementation services
- Application development
- Application integration
- Data import/export services
- Database management and tuning



4/294 Rokeby Rd
Subiaco, 6008
Western Australia
www.presence.com.au
info@presence.com.au
Phone: +61 8 9382 8766
Fax: +61 8 6210 1898