



# UTILITIES

## CUSTOMER INFORMATION SYSTEM

### BROCHURE

2021



# WHY OMNIWARE

Omniware fosters a culture of open minds and new ideas. With these values, Omniware created a new type of billing platform to help organizations monetize an exploding number of products and services, which has become especially relevant as traditional companies become digital.

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## TOP TIER TEAM

A passionate and professional team of individuals with decades of experience in multiple industries. Our cross-sectional knowledge of different billing scenarios allows companies to realize the potential of monetizing their revenue.



## ROBOTIC BILLING OPERATIONS

Dynamics Billing clients have reduced up to 30% in people costs, by spending less time in billing functions, catching and correcting errors. The system is optimized to manage, update a large quantity of products / services and frequent price changes.



## BECOME DIGITALLY AMBIDEXTROUS

Our software solutions transform business models into digital ones. Omniware enables companies to monetize new revenue models and allows companies multiple billing types in one platform, including but not limited to: subscription, metered consumption, non-metered usage, and events.



## GO FASTER

Dynamics Billing implementations are structured to help companies achieve their optimal outcomes faster. Omniware streamlines billing so that your overall costs are substantially lower.

# DYNAMICS BILLING

Omniware Dynamics Billing is a robust Customer Information System for Utilities. As the heart of a Utility, it brings benefits to all business areas. Omniware enables Utilities to better engage with customers, reduce operational costs, reduce collections costs with online payments, and enable digital interaction with customers and internal operations.

**For more information visit [www.omniware.com/utilities](http://www.omniware.com/utilities).**

## BILLING



## INVOICING & PAYMENTS



## PORTALS



## SOLUTION CAPABILITIES



# BILLING



## Account Management

We enable you to uniquely manage consumer, commercial, and industrial accounts. Manage tenants and debt, enable convergent billing (water, sewer, gas, electricity, broadband and more), associate and manage meters, or local equipment to customers or premises.



## Billing

Tailor billing to your needs with a flexible solution. Separate bill cycles for different meter routes or reads. Integrate to metering systems to calculate consumption, such as time-of-use, interval or estimation reads. Automatically apply price plan changes for consumption thresholds. Manage and apply multiple price plans, such as time-of-use, interval and tiered.



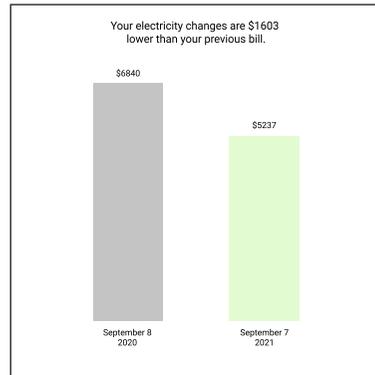
## Customer Service

Improve your customer service experience. View and manage all customer information in one place. Service customers through multiple channels - via web, mobile, email, conversation, and self-help.



## Rating

Our sophisticated rating engine offers rating by multiple attributes, including customer type, location and contract. Go back in time and make retroactive rate changes and carry forward delta invoice charges across customer segments or the whole population.



## Service Request Management

Streamline service requests with Dynamics Billing. Receive and action service requests for any product or service item; issue service requests to staff or external parties; schedule service for activation; and communicate service request status to customers.

# INVOICING & PAYMENTS



Invoicing

Dynamics Billing will automatically generate custom built invoice templates with your specific branding. The system uses decisioning logic to communicate customer specific messages. Invoices can be aggregated and issued according to an organization's structure either via email or sent to a print shop.



Payments

Save time with online processes. Receive payments online via multiple payment processors, including credit cards, banks, and ACH one-time or recurring. Process batch payments, settlements, and reconciliations.



Dunning & Collections

Streamline and personalize delinquency processes based on customers' profile, account setup, or service type.

ABC Company Inc.  
Newark, Delaware 19713



**UTILITY INVOICE**

Invoice # 001  
Account # 123  
Invoice Date 10/14/2021  
Due Date 11/13/2021  
Bill Period 7/16/2021 - 8/16/2021

**Amount \$138.72**

DOE, JOHN  
2915 OGLETOWN ROAD  
NEWARK, DELAWARE 19713

**SERVICE** 2915 OGLETOWN ROAD

We are pleased to share with you that we have migrated to a new billing system - Dynamics Billing.

We are excited about the new capabilities this will offer us (and therefore what we can offer you) so stay tuned for more details in the future.

Current		
Description	Quantity	Amount
Administration Fee		\$5.00
Common Area Electricity		\$9.89
Common Area Gas		\$3.82
Water		\$68.21
Sewer		\$21.84
Stormwater		\$1.96
Trash		\$20.00
Pest Control		\$8.00
		<b>\$138.72</b>

# PORTALS



## Customer Web Portal

Dramatically reduce the workload of customer support reps by providing customers access to invoices and payment history, usage graphs, online payments, account maintenance and notifications.



## Account Management Portal

Your customers' account management staff as well as your internal account managers can view invoices, payments, consumption, and service requests for all customers' account locations.

The screenshot displays the OMNIWARE Customer Web Portal interface. At the top, the OMNIWARE logo is on the left and a user profile icon is on the right. The main content area is divided into three sections: Account Details, Invoices, and Payments.

**Account Details**

Site Name:	Main Facility
Unit:	Lot 01
Account Name:	Company ABC
Account Number:	846

**Invoices**

Number	Period end	Amount	Balance	Download PDF	Pay now
1602	2021-09-01	\$6590.76	\$6590.76	<a href="#">Download</a>	<a href="#">Pay now</a>

**Payments**

Date	Type	Amount	Fee
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# SOLUTION CAPABILITIES



## Reporting & Analytics

Query any data elements or export data to 3rd party reporting tools. Use the full power of Microsoft reporting tools, including Power BI.



## Integration

Our robust architecture is designed with integration in mind. We offer API integration to payment processors, property management systems, meter systems, tax software, accounting software, and Microsoft Dynamics 365 applications and tools.



## Cloud

Remove the burden from clients' IT departments. With Dynamics Billing, computing, memory, and data are managed, secured, and scalable for individual clients.



## Agility

Our architecture is designed for modern energy/ utilities needs. We offer efficient implementation by leveraging migration tools from legacy systems.



## Privacy & Security

Our client specific cloud environment fully leverages Azure's privacy and security. Data is secured and resides in the country of the organization. Multiple access controls, such as multiple factor authentication, adds an additional layer of security.

## GET IN TOUCH

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