

PRODUCT BRIEF



Make customers your most valuable asset.

Energy is becoming less centralized, with consumers tapping into non-traditional sources of energy shaping the “democratization of energy”. Evidence of personalized energy is everywhere – from the increasing consumer adoption of home generation solutions to solar panels and electric vehicles (EVs).

Prosumerization has put more emphasis on the customer focus part of the CIS application. Having a single view of the customer is as important to the enterprise as the customer having a single view of the enterprise.

Utilities’ CX functional areas are less well-defined, fast-changing and driven largely by:

- New requirements emerging from innovation at the edge of the grid (smart grids and AMI)
- Customer service best practices from more mature customer-centric sectors
- More complex market structures (such as retail competition and unbundling)

Hansen CIS is a software suite for utilities undergoing a transformation to become tomorrow’s next-digital driven experience company. We believe in incremental innovation and co-development – the Hansen CIS suite is a result of years of collaboration and development with Utilities worldwide.

As a complete billing and customer care application, Hansen CIS handles every aspect of the customer lifecycle, based on open architecture and standard technologies.

- **Effortless customer journey**
- **Operational efficiency by automated processes**
- **More configuration, less customization**
- **Deep local knowledge with global outlook**
- **Enhance customer experience by seamless third party integrations**



HANSEN CIS

Hansen CIS has several editions of software adopted to regional requirements, with a solution suite for customer care, CRM, process automation, market transaction management, complex billing/contracting and invoicing components. Open architecture and flexible design provide Utilities with the opportunity to cherry pick from Hansen optional modules to address additional business requirements.

Hansen CIS supports billing for multiple customer segments – residential, small and midsize businesses, and large commercial and industrial (LC&I) customers and multiple utility services (such as electricity, gas, water and DH), as well as metered and unmetered services/products.

BENEFITS

Scalability

The scalable platform supports core business reliability and seamless expansion for new business innovation. Transaction processing is extensively multi-threaded and performance optimized, allowing Hansen CIS to scale to the vast data volumes required of large-scale smart metering. Hansen CIS editions scale from a few thousand to millions of customers.

Ground to Cloud

Available on ground and in the cloud, our powerful solutions help Utilities deliver service excellence and reduce cost-to-serve. The Hansen CIS delivery model strives small, frequent upgrades to lower risk and total cost of ownership (TCO).

Reduced cost of operation

Combining best practice business processes, Hansen CIS provides an intuitive and efficient user interface for CSRs and backoffice teams. Hansen CIS utilizes modern UI elements to make everyday tasks easier and faster.

Ease of Integration

The rise of smartphones, distributed energy resources, and other connected devices has led to the creation of countless apps, products and services that have seemingly become essential to modern and chargeable life.

Ask yourself:

- Does your current CIS setup deliver on TCO and customer satisfaction?
- Are you ready to handle the new, emerging energy market structures?
- Does your current business model cater for new requirements emerging from innovation at the edge of the grid?
- Are you maximizing your potential in all available markets?
- Do you have what it takes to become tomorrow's preferred experience provider?

Replace customization with configurability

Modern utilities cannot wait for time-consuming and costly software customizations. Hansen CIS is designed with maximum configurability in mind.

Workflow

The Hansen CIS portfolio includes prebuilt workflows based on industry best practices to keep utilities performing at their best. It allows for high precision, visibility and compliance with regulatory requirements

Utilities can create and evolve processes with complex validation and automated triggers by exception task escalation without the costs of software modifications.

Dedicated editions for regulated and deregulated markets

Hansen CIS is designed specifically for the energy industry and caters for a diverse variety of market models and business needs and requirements. The solution suite consists of different editions:

Competitive markets: Hansen CIS includes more advanced customer- and financial-related analytical capabilities, such as CRM, customer churn, customer profitability analysis and product configurator.

Regulated markets: Hansen CIS includes more emphasis on customer service delivery, such as scheduling and service optimization.

HansenCreate-Deliver-Engage™ for Energy and Utilities Providers

HansenCIS™

Commercial off the shelf Customer Care and Billing Lifecycle Management

HansenCatalog™

Commercial Product and Technical Service Catalog and Lifecycle Management

HansenInsight™

Business and Operational Data Analytics and Decisioning

HansenTrade™

Automated trading Analytics and Risk Management

HansenMDM™

Metered AMI, Calculations and Disseminating Event Management

HansenCPQ™

Cross-market Omni-channel Quote and Order Capture

Customer Care



Hansen CIS captures and accesses information in an easy, structured way by fully browser-based screens to perform all utility customer service processes. Improved customer 360-degree view reduces call handle time and streamlines customer case management. Hansen CIS supports multi-channel communication and customer experience outreach.

CRM and Self-Care



Hansen CIS empowers customers with account information and self-service tools, allowing Utilities to promote customer choice via a fully integrated customer portal. A comprehensive package of a portal and apps makes end customers as self-sufficient as possible. Intrinsic CRM capabilities enables more efficient promotion of relevant products and programs to enhance customer relationships.

Rate design and Billing



A configurable, scalable and complex billing engine handles rate schedules, pricing structures, tax management and interval billing. Hansen CIS includes support for flat and tiered rates, seasonal rates, contracted minimums/maximums, time of day and day-type splits, real-time pricing, and more. What and how you bill is entirely up to you.

Processing and Collections



Hansen CIS treats customers fairly with automated and tailored collections. All payment channels are handled, including integration with ERP or general ledger system. Configurable credit scoring and event creation allows utilities to streamline collection actions for specific customer groups. Flexible payment arrangements promote efficient and controlled debt collection practices.

Market Exchange/EDI



Hansen CIS supports crucial data management processes for energy companies and automates market interactions with electricity and gas markets worldwide. An integrated or standalone EDI messaging tool automates and manages the transfer of market data between operators relationships.

BECOME TOMORROW'S NEXT-DIGITAL DRIVEN EXPERIENCE COMPANY.



Hansen CIS

HANSEN CIS IN A NUTSHELL

- Maximise efficiency and reduce costs
- Improve customer satisfaction
- Support customers effortlessly through automated processes
- Handle all common commodities in ONE system
- Join a community of over 170 companies
- Enhance customer experience by seamless third party integrations
- Match market requirements in a cost-efficient manner
- Future proof your business as you scale & grow

FIVE KEY FUTURE FORWARD STRATEGIES

1. Turn into a Digital Utility
2. Build a digital platform
3. Architect a scalable analytic ecosystem
4. Implement next generation innovation capabilities
5. Deliver smart and digital customer experiences

Powered by Hansen



Hansen Technologies (ASX: HSN) is a leading global provider of software and services to the energy, water and communications industries. With its award-winning software portfolio, Hansen helps over 620 clients from over 30 offices worldwide to create, deliver and engage with their customers, to manage and analyze customer data, and control critical revenue management and customer support processes.



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