

simplifying IT for utilities & local government



OVERVIEW

Call Center Operations

Customer Call Triage

Customer Notifications

Work Order Dispatch

Mobile Work Orders

CIS/Utility Billing Services

Customer Web Portal

Customer Pay-by-Phone

Call Center & Outsourcing Services

Current Call Center Landscape

Today, more than ever, utilities are increasingly looking to third-party providers for assistance with customer service and customer care business processes and functions.

Recent research also shows that utilities are regularly outsourcing billing, collections, and call overflow, and many are outsourcing even more of the “core” customer care and CIS business system processes. Indeed, another recent survey estimated that some 30% of utility companies outsource at least some portion of their overall customer care operations.¹

Who is moving to an Outsourcing model?

Various governments -- from small towns all the way up to federal agencies -- have been sending public services to the private sector since the 1980s. This outsourcing mindset stems from the common belief that private companies can help utilities & government save or make money by doing jobs faster and cheaper, or managing a public asset more efficiently.²

Most outsourcing decisions center around a thorough cost-benefit analysis to see if a third party can effectively deliver services better and more cost-effective than existing operations.

What does the ALLIANCE™ Outsourcing Services include?

- Call Center operations to field all billing and customer account inquiries from your utility's customers
- Telephone call triage during regular business hours for calls related to utility services
- Service order dispatch via email, telephone or SMS text messaging
- CIS/Billing software for your customer care operations

- CSR Services, which can include customer account management, billing and receivables management
- Fulfillment services for billing statement & delinquent notice production including forms, envelopes, and return envelopes
- Secure, self-serve customer payment portal for your customers to use for web-based or kiosk payments

Reliable use of Cloud Computing

Clouding computing is also utilized on reliable, redundant servers. Each of your in-house workstation computers or mobile devices will access necessary software resources via a secure Internet connection.

Use of cloud computing will also eliminate your need to purchase expensive in-house servers, install updates, subscribe to antivirus & malware protection and coordinate daily data backups, as we will handle this for you.

Our Integrated Cloud Offering Includes—

- CIS/Utility Billing Software
- Web Portal
- Interactive Voice Response (IVR) Pay-by-Phone
- IVR Notification System
- Kiosk Payment Centers
- Software Updates
- Mobile Field Service
- Bill Printing & Mailing
- Data Back-up Services
- Stronger Security

Tailored Outsourcing Services

Allow our team to work with you and your staff to develop requirements for your outsourcing objectives. Our project managers will assist you in customizing solutions that are right for your organization.

Whether your call center needs are simple or complex, whether you need live customer service operators or IVR applications, United Systems will leverage our extensive experience and cutting-edge technology to support the success of YOUR operation— and we can likely do it for a fraction of the cost of you equipping an operation in-house!

flexible solutions for utilities & local government

Advantages

Call Center & Outsourcing Services advantages include—

- Saving time for your staff
- Enhancing customer service
- Reducing capital costs of infrastructure
- Enabling you to focus on your core business

We will take care all infrastructure and customer service matters, which will allow you more time to focus on delivering utility services to your community!

Base Offering—

Utility Management System
Attachments
Meter Tracking
Budget Billing
Bank Drafts
Payment Scanning
Field Service Orders
Mobile Field Service Orders
IVR Pay-by-Phone Interface
IVR Calling/Notification Interface
Web Portal w/ Credit Card Payments
Handheld / AMR Interfaces
Counter Receipts w/ Credit Card Payments
Manager's Dashboard

Additional Options—

Mapping Interface
General Ledger & Budgeting
Fund/Source
Bank Reconciliation
Accounts Payable
Purchase Orders
Inventory
Asset Management
Payroll
Payroll Direct Deposit
Business License
Occupational Tax
Insurance Premiums
Property Tax Billing
Property Tax Receivables

Design

As you look into the future, take comfort in the design of the ALLIANCE™ Windows Suite. Application software and middleware components are building upon a Microsoft.NET development environment. The database considerations are exclusive to Microsoft's robust SQL Server data platform.

This design ensures that your investment in these client-server, enterprise-class applications is well protected.

About Us

United Systems & Software, Inc. (USS) specializes in providing technology to the public sector. Founded in 1977, USS serves utilities and local government throughout the central United States. We are recognized as a Microsoft Certified Partner, Hewlett-Packard Business Partner, Panasonic Toughbook Partner, and Lexmark Printer Partner.

Since 1999, United Systems has also been a distributor for Itron Corporation. We currently represent Itron within a nine state region and specialize in delivering radio-based, mobile & fixed network solutions.

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