

# simplifying IT for utilities & local government



## OVERVIEW

CIS/Utility Billing Software

Web Portal

IVR Pay-by-Phone

IVR Notification System

Includes Software Updates

Mobile Field Service

Bill Printing & Mailing

Data Back-up Services

Hardware Savings

Stronger Security

## **Alliance™** In the Cloud

### What is the "Cloud"?

The cloud, or cloud computing as it's commonly called, refers to computer applications that operate on Internet-based, secure servers that are not located in your office. In turn, software programs and data will be virtually accessible via any "connected" computer or device. The days of large capital expenditures for software and hardware are soon coming to an end.

### Who is moving or using the Cloud?

A report by the CFDG<sup>1</sup> shows that three out of four companies are moving to the cloud. While the private commercial entities are adopting the cloud the fastest at 73-percent, nearly half (46-percent) of utilities and local government agencies surveyed indicated they are planning or are currently engaged in cloud computing endeavors. This move is due largely to the potential hardware and software capital and maintenance cost savings.

About a third (32-percent) of the utility & government IT professionals surveyed said their agency is migrating to a cloud computing environment, with an additional 14 percent reporting they are currently planning to do so. The top reason for moving to the cloud was to curb capital and maintenance spending on hardware and software and to meet the demands of a growing mobile workforce. Among all polled, 46-percent said they already have or are planning to implement mobile computing programs.

Utilities and local government agencies are recognizing that the cloud can help them reduce costs, adopt mobile devices into their organizations, enhance security, while increasing customer service levels.

### So, how does the ALLIANCE™ "In the Cloud" work?

The ALLIANCE™ software is hosted on our redundant servers, which eliminates your need for expensive, in-house servers. Each of your in-house workstation computers or mobile devices will securely access the ALLIANCE™ software via your existing Internet connection.

ALLIANCE™ "In the Cloud" solution will also eliminate your need to purchase & install updates, antivirus & malware protection as we will handle this for you.

The goal of our cloud offering is to provide a total solution to our customers. Not only do we provide access to our world-class ALLIANCE™ application suite, we provide complete printing and mailing of bills and delinquency notices. A full web portal is also included for your customers to securely pay online. They can make a one-time payment or setup automated payments monthly by credit card, check or bank draft. This solution provides your customers 24/7 access, which reduces the number of inbound phone calls to your CSR's.

An Interactive Voice Recognition (IVR) solution is now bundled with these services, which allows for automated outbound calls to customers regarding service notifications, delinquent accounts, etc. IVR will also allow customers the opportunity to pay their bill over the phone to avoid a shutoff. We have seen a 60% decrease in the number of shutoffs per month with this service added. This solution even allows your CSR's and billing staff to forward customer payment calls to the pay-by-phone system, reducing your staff's exposure to credit card numbers.

We back-up and automatically store your encrypted data in multiple locations across the US for disaster recovery protection. We also have a Help Desk readily available for any issues your utility does run into. And, we do this at a price that fits into your budget.

ALLIANCE™ In the Cloud increases productivity by —

- Reducing capital costs of hardware & software
- Saving time for your CSR's & billing staff
- Allowing anytime, anywhere access
- Simplifying collaboration with co-workers
- Enhancing service for your customers

With the ALLIANCE™ In the Cloud solution, we take care of all server infrastructure and related IT matters, which allows you to focus on your core business — taking care of your utility customers!

**United Systems**

# flexible solutions for utilities & local government

## Features

### **Base Cloud Applications-**

- 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 Cloud 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 over 500 customers 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.

For more information, visit [www.united-systems.com](http://www.united-systems.com) or call 1.800.455.3293.



205 Ash Street, P.O. Box 547  
Benton, KY 42025  
270.527.3293 ph  
270.527.3132 fax

All trademarks are property of their respective owners.

1. Electricenergyonline.com, Jaguar Expo Inc., Terrebonne QC 6W 5S6  
2. GOVERNING.com, e.Republic Media, Washington, DC 20036