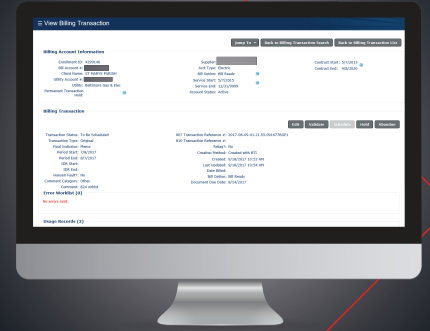


# TOP 10 REASONS TO CHOOSE HANSEN SOLUTIONSCX.



## 1. STRATEGIC ADVANTAGE

Hansen SolutionsCX gives you the tools, systems, experience to focus on managing and growing business.

## 2. ENERGY FOCUSED BPO

Energy only focused BPO, specializing in deregulated markets from Meter to Cash.

## 3. CUSTOMIZABLE & FLEXIBLE SOLUTIONS

Markets change - partner with us to quickly adapt and stay ahead of the changes.

## 4. CONTROLS & VALIDATIONS

We handle exceptions so you have accurate data and total visibility into processes to sign customers quickly.

## 5. REPORTING & ANALYTICS AT YOUR FINGERTIPS

Robust reporting and data analytics to effectively manage your business.

## 6. TRUSTED ADVISOR & RESOURCE

One team to work directly with you for Account Management, Operations and Customer Care. We know you and you know us.

## 7. YOUR CUSTOMER NEEDS ARE HANDLED

USA based Customer Care Center with modern IVR technology handling inbound calls, emails, faxes, collections, web chat, TPV, on & off peak call volumes.

## 8. INDUSTRY EXPERTS

We have Experts that sit on NASBE Board and Utility Work Groups that help write and create Standards in the Energy Industry.

## 9. COMPLEX BILLING SPECIALIST

Configurable, customized products for C&I as well as fixed and variable rates billing.

## 10. PEACE OF MIND

Our knowledge and experience frees our clients to focus on what is important... creating loyalty with their customers as well as finding new ones.

# BPO SERVICES.

Fully experienced team to handle operations, billing and exceptions



## Complete Back Office Solutions and Billing/EDI Support by Experienced Energy Professionals.

### Services

- Full Customer Care Support
- Overflow Call handling
- Extended Hours Support
- Collections Services
- Webchat
- Customer Surveys

### Benefits

- Outsourcing Done Right
- Advanced Technology
- Flexible Options
- Experienced in Regulated and Deregulated Energy Supply

Talk to us about clients using SolutionsCX to power their business.

Contact us at [info@hansencx.com](mailto:info@hansencx.com)