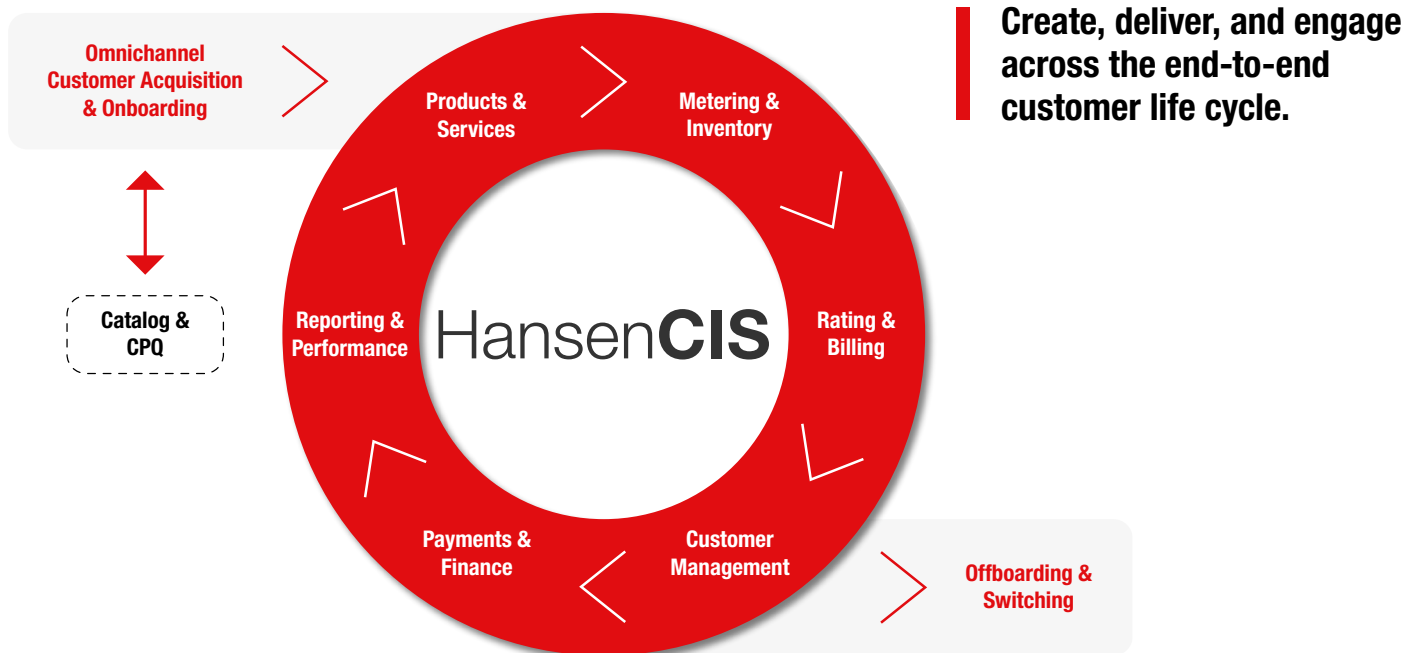# HANSEN

PRODUCT BRIEF

Hansen**CIS**

The Hansen mission is to help those companies providing vital energy and utility-based services to capitalise on emerging service opportunities and monetise a new era of energy and utility-related experiences. Hansen CIS is a feature-rich, highly configurable customer information software solution optimised for tomorrow's digitally-driven next experience companies.

Hansen achieves this while ensuring that the core critical elements of today's business continue as expected and that any subsequent new market developments and regulatory requirements are promptly supported.

An example of market evolution is how energy consumption has become less centralised, with increasingly distributed and diverse sources democratising markets worldwide. In addition, evidence of personalised energy is everywhere — from the increasing consumer adoption of home generation solutions to solar panels and the widespread adoption of electric vehicles (EVs): the "prosumerisation" of energy has emphasised the customer-focus aspects of the Customer Information System application.

Having a single view of the customer is as crucial to the enterprise as it is for the customer to have a unified perception of the enterprise. Utilities' CX functional areas are less well-defined, fast-changing, and primarily driven by:

- New requirements emerging from innovation, regulatory changes, and market deregulation
- Adoption of best practices from other mature consumer-centric service sectors
- Moving to complex market structures, such as retail competition and unbundling

Create, deliver, and engage across the end-to-end customer life cycle.

Hansen CIS ensures total control of your commercial operations with seamless service life cycle integration. All aspects of the customer's service journey are combined and managed through a unified solution.

Hansen CIS is a software suite for utilities transforming into tomorrow's digital-driven experience companies. It results from years of collaboration and development with utilities worldwide, incorporating incremental innovations developed hand-in-hand with our partners. As a complete billing and customer care application, Hansen CIS optimises every aspect of customer life cycle management and leverages open architectures and standardised technologies to integrate seamlessly with broader digital transformation initiatives.

HANSEN CIS: MARKET LEADING & FUTURE-READY

Hansen CIS is optimised for various regional requirements, delivering a solution suite for customer care, CRM, process automation, market transaction management, complex billing/contracting, and invoicing components. Open architecture and flexible design allow Utilities to cherry-pick from Hansen's optional modules to address additional business requirements.

Additionally, Hansen CIS supports billing for multiple customer segments — residential, small and midsize businesses, large commercial and industrial (LC&I) customers, and multiple metered utility services (such as electricity, gas, water, wastewater, solid waste, and recycling collection, as well as unmetered services (e.g., trash, recycling) and products.

Ask Yourself:
- What if you could improve your cost base while simultaneously enhancing customer satisfaction?
- What if you were empowered to seamlessly address new, emerging market structures?
- What if you had the agility to adapt to any market transition and innovation?
- What if you had the platform to position you as one of tomorrow's preferred experience providers?

BENEFITS

Scalability

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

Ground-to-Cloud

Available for deployment on-premises and in the cloud, our robust solutions help Utilities deliver service excellence and reduce cost-to-serve. In addition, the Hansen CIS delivery model prioritises minor, frequent upgrades that 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 back-office teams. Hansen CIS utilises modern UI elements to make everyday tasks easier and faster.

Ease of Integration

An ever-expanding library of standardised integrations and full-featured APIs enables Hansen CIS to collaborate seamlessly within the application ecosystem and further digital transformation initiatives. In addition, smart metering, solar, and other emerging distributed energy resources are raising customer awareness and driving the need for agile billing systems.

Market Exchange/EDI

Hansen CIS supports crucial data management processes for energy companies and automates market interactions with electricity and gas markets worldwide.

Replace Customisation with Configurability

Hansen leverages metadata and a proprietary Java framework to render screen and workflow optimisations quickly. This innovation empowers efficient and fast design and implementation and allows clients to perform UI configurations to streamline their business cases. In addition, business logic is metadata-driven, allowing clients to add their business extensions without modifying any base code.

CIS DELIVERS:

- Effortless customer journeys
- Operational efficiency through process automation
- Scalability
- Ground-to-cloud flexibility
- Reduced cost-of-operation
- Ease of integration
- More configuration, less customisation
- Adaptability for both regulated & deregulated markets
- Deep local knowledge with a global outlook
- Enhanced customer experience through seamless third-party integrations

Workflow

Hansen CIS includes prebuilt workflows based on industry best practices that enable Utilities to operate more efficiently, allowing for high precision, visibility, and compliance with regulatory requirements. For example, Utilities can create and evolve processes with complex validation, automated triggers-by-exception, and task escalation without the costs of software modifications.

BENEFITS (CONT.)

Versatility to address any market model

Hansen CIS is explicitly architected to service a broad range of market models, business needs, and solution requirements. For example, in competitive markets, Hansen CIS includes advanced customer and financial-related analytical capabilities, such as CRM, customer churn, customer profitability analysis, and product configurator. And when it comes to traditional Muni and Utility markets, Hansen CIS emphasises customer service delivery features like scheduling and service optimisation.

Customer Care

Hansen CIS captures and accesses information in an easy, structured way by entirely browser-based screens to perform all utility customer service processes. An enhanced 360-degree customer view reduces call handle time and streamlines customer case management. In addition, 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. The comprehensive package of a portal and apps makes customers as self-sufficient as possible. In addition, embedded CRM capabilities enable the more efficient promotion of relevant products and programs to enhance customer relationships.

Rate Design and Billing

A configurable, scalable engine that supports complex rating and 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. And, of course, what and how you bill is entirely up to you.

Processing and Collections

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

BECOME TOMORROW'S DIGITAL-DRIVEN NEXT EXPERIENCE COMPANY.

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 an empowering digital customer experience

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 unified system

Future-proof your business as you scale & grow

Join an active and ever-expanding user community

Match market requirements in a cost-efficient manner

Seamless access to third-party integrations

Powered by Hansen

Direct Energy.

Xcel Energy

Energy Queensland

sse

axpo

Simply energy by engie

exelon

fortum

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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