

STREAMLINE ENERGY SERVICES SELLING

 Hansen**Create-Deliver-Engage**™
for Energy and Utilities Providers

Leverage Hansen Catalog-Driven Commerce Applications and Experience to Digitalise Energy Services Selling

Reduce selling time & cost and make customers happier.

The quote and sales processes for energy services can be slow and error prone, making it a chore for customers to sign up for new services. This experience sets the tone for the customer/provider relationship and too often the provider falls down in delivering the best purchasing experience possible. New digitalised and automated competitors are waiting in the wings...

Who can help energy services providers streamline the purchase experience to make product innovation, quotes and selling to happen faster to make customers happier? Hansen can.

KEY CAPABILITIES TO STREAMLINE THE QUOTE AND SELLING PROCESS TO PROVIDE THE NEXT DIGITAL EXPERIENCE

- Configuration and maintenance of product pricing, offers and eligibility rules
- Quote creation and customer sign-up within customer management applications using a true omnichannel platform for customer self-service, mobile and any other channel
- Support for complex product and service combinations and configurations
- Browsing, product selection, financial review and approval of quotations
- Submission of clean digital commercial orders for fully-automated fulfilment
- Product lifecycle management to drive offers through transparent, repeatable and measurable lifecycle stages
- Seamless integration through microservices-based integration framework for interoperability across multiple platforms, applications and enterprise boundaries

STREAMLINE ENERGY SERVICES SELLING

Hansen provides a combined solution of catalog-driven commerce software products and energy business operations know-how that solves the problems of streamlining omnichannel energy services selling.

Along with the experience of Hansen's people, the commerce software products let service providers re-think, optimise and streamline quoting and sales processes while taking control of their catalog of offerings. By getting rid of gaps and errors in quotes and cleanly digitalising orders, Hansen helps energy service providers to reduce time-to-sell, cost of acquisition, eliminate quote and order errors and deliver purchased offerings quickly.

Through its 40 years experience in serving energy and utilities providers, Hansen removes the worry of effectively integrating long-standing customer information systems with modern API-based commercial applications to deliver the next digital customer experience.

Streamlining Energy Services Selling for APAC Energy Provider

Hansen has partnered with a long-standing customer in the APAC region to build a solution to streamline energy services selling and reduce time-to-sell using Hansen CIS, Hansen Catalog and Hansen CPQ. Contact a Hansen representative to learn more.

STREAMLINE AND ACCELERATE OMNICHANNEL SELLING

Hansen CPQ ensures consistency, accuracy and speed across sales functions and across all sales channels. Validated from the moment a quote is formed and captured as a digital order, Hansen CPQ minimises costly quote errors and repair – good for the enterprise and the customer too. CSRs, sales agents and customers are guided through options which recognise product and service rules and the customer’s existing service context so incompatible elements are never offered, reducing time to sell and deliver services.

MANAGE THE LIFECYCLE OF PRODUCTS TO GAIN OPERATIONAL EFFICIENCY

Hansen Catalog simplifies and accelerates product and offering management, bringing vital agility and responsiveness to your business. Introducing clarity to the product management makes products, services and their components easier to understand, adapt and configure, and confers considerable ‘first mover’ and ‘first responder’ advantage in addressing new market opportunities and competitor initiatives.

INTEGRATE SEAMLESSLY INTO CUSTOMER MANAGEMENT

Hansen CIS gives you the tools to manage your relationships with energy customers across all channels. Using standard APIs, **Hansen CPQ** works closely with Hansen CIS to become a part of the customer management process. The solutions support direct integration with all sales channels and processes delivered through Hansen CIS or third-party solutions such as Microsoft Dynamics 365, Salesforce and Oracle Siebel.



Hansen CPQ for Energy Services Selling



HansenCPQ™



HansenCatalog™



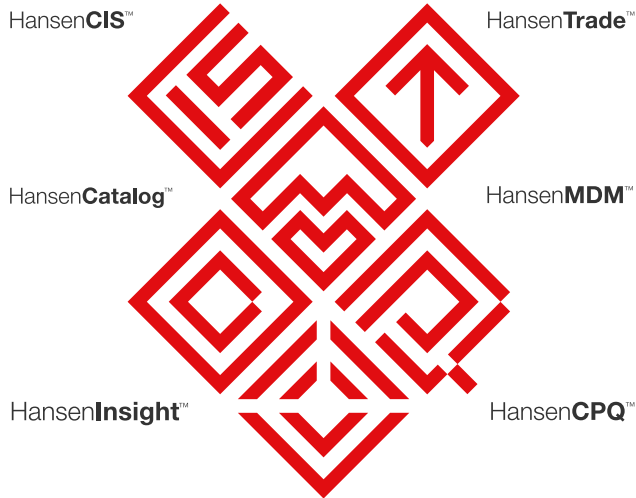
HansenCIS™



The Hansen Create-Deliver-Engage Suite for Energy and Utilities is industry-tailored software designed to deliver the next experience while enabling energy and utilities companies to grow from new business models.

Hansen CIS is market-tailored customer information software for utilities undergoing transformation to become tomorrow's next-digital driven experience companies. **Hansen Catalog** is the commercial product catalog and lifecycle management application that defines your business and makes products and services faster and easier to deploy. **Hansen CPQ** enables omni-channel quote and order capture so utilities can sell all products, from standardised consumer offerings to complex tailored C&I energy services.

Hansen MDM serves as an integrated package of automation and analytical meter data management applications that leverage advanced metering infrastructure. **Hansen Trade** is an automated trading solution so energy companies can optimise their flexible production assets, minimise balance error and reduce the cost of trading operations. **Hansen Insight** is the comprehensive solution for energy data analytics, providing customer insights and detecting new market opportunities.



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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