Powering the Energy Transition — Hansen CIS for Energy & Utilities

Organisations know too well the pressures they face. Whether publicly owned or privately funded, the ever-present requirement to do more with less, and to maximise the return on every investment, translates into a constant struggle to keep up with the demands of an increasingly intense data-centric world.

As a result, while service expectations only increase, budgets rarely do, and technical debt can bring your organisation to a halt – Hansen knows these are just some of the challenges facing today's utilities.

DELIVERING AGAIN THE CHALLENGES THAT TODAY'S UTILITIES FACE

Transition to the Cloud

- Enhance availability, dependability, robustness, and security while delivering the latest features and functionality.
- Focus on strategic initiatives rather than the burden of building and maintaining a platform.
- Shifting to a deterministic Opex model rather than the unpredictability of monolithic upgrades or replacements.

Ecosystem Integration

- Benefit from a transparent system of records and easy data flow between applications.
- Facilitate streamlined processes and lower costs, accelerating productisation and time-to-market.
- Enhance customer engagement and generate custom billing files.

Customer Engagement

- Agility to provide flexible engagement models that suit a variety of customer expectations.
- Empower customers to manage their accounts proactively.
- Enable customers to self-enrol in programs and payment assistance options.

Efficiency & Automation

- Leverage automation for quicker onboarding of new reps.
- Satisfy each department's specific needs and preferences with custom UIs.
- Deliver streamlined and consistent Agent-Customer interactions with simplified workflows and automated approvals.

Future-Proofing

- Seamlessly support regulatory changes and evolving market rules.
- Model new products (solar, EV, co-gen, community) and offer them in hours instead of weeks.
- Effortlessly scale to match customer growth; through organic sales or M&A activity.

Fast-to-market, easy-to-build modular rates and products

Hansen designs software using flexible parameters and engines, allowing clients to extend the system's capability through data-based configuration, simple scripting, and open integration points.

Users can create new rates and charges through re-usable component-based elements that massively simplify the price management function. Hansen CIS features a component-based rating engine supporting all aspects of utility billing, including:

- Electric, gas, water, and non-metered services (rentals, insurance, monthly service plans, equipment sales, solar, etc).
- Mass-market residential, small business, and complex C&I.
- Multi-company and multi-brand support within a single installation (e.g., rate and product offerings unique to specific brands a single retailer offers).
- Time-of-use (consumption interval) aggregation with flexible templates to control peak/off-peak splits, caps, floors, margins, and more.

THE OPPORTUNITIES FOR THE AUSTRALIAN ENERGY MARKET

Designed with maximum configurability in mind and optimised for a diverse variety of energy market models, Hansen CIS is:

- Available both on-premises and in the Cloud.
- Highly scalable, proven to support 5m+ customers in a single instance.

- Built with data-enabling business intelligence.
- Designed to handle every aspect of the customer lifecycle using open architecture.
- Offered as a SaaS service, including Hansen's global security team and Continuous Monitoring Center, providing 24/7 application and infrastructure monitoring.
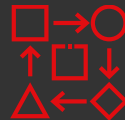
Cloud Enabled
Become "Cloud-powered" and effortlessly access better availability, dependability, robustness, and security, in addition to the latest features and functionality.

Standardised Integration
Accelerate your productisation and time-to-market with third-party vendors. Design and generate custom billing files, streamline processes and costs and enhance customer engagement.

Empowering the Customer Experience
Implement a self-service experience empowering customers to proactively manage their accounts, doing more, more efficiently, saving everyone time and money.

Optimising the User Interface
Optimise the user interface for each department's specific needs and preferences, empowering fast, error-free workflows. Personalise management reporting content, introduce ad hoc reports and bring predefined dashboards to life with the most relevant, meaningful, and actionable information.

Hansen's Unique Solution Delivers Best-in-class CIS

Hansen CIS is a modern and proven application that delivers an easy-to-configure and manage experience. In addition, Hansen CIS empowers energy suppliers with the following:

Purpose-built Technology & Services

With over 40 years of embedded industry best practices, Hansen's solutions are purpose-built to deliver the next experience that end-customers want and our clients need to provide, delivered quartlery through an integrated CI/CD pipeline rather than every 18-24 months.

Data-Driven Processes

The ability to securely manage the critical data that drives commercial business is at the heart of our vision.

Incremental Innovation

An Agile solution that empowers organisations to focus on progressive gains and innovations, delivering practical customer value.

The Right-Sized Solution

Big enough to deliver and small enough to care: a proven ability to deliver sympathetically.

Digitally Transforming with Hansen

A Transition to the Cloud

We deliver a secure, fully redundant solution that allows you to focus on strategic initiatives rather than technical deployment concerns.

Modern, Highly Configurable Tech Stack

A modern, high-performing technology stack provides a metadata-driven UI that allows for quick end-user configuration and exceeds industry end-user performance standards – coupled with backend processing scalability options that provide unparalleled batch performance.

Flexible Third-Party Integration

HIF provides a host of fully documented APIs that support ecosystem integrations at all levels of complexity. In addition, Hansen has partnered with market-leading vendors to deliver secure pre-built integrations, helping you accelerate innovation, enhance customer experiences, and optimise your services.

Hansen Customer Care

A personal relationship with your CIS vendor allows you to get questions answered or concerns addressed quickly. Hansen's SaaS offering includes an extensive range of proactive services - from application monitoring to end-user support. Working with Hansen, you won't just be another customer but a valued business partner with whom you can establish a long-term business relationship.