

Powering the Energy Transition – Hansen CIS for North American Utilities

Organizations know too well the pressures they face. Whether publicly owned or privately funded, the ever-present requirement to do more with less, and to maximize 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 organization to a halt – Hansen knows these are just some of the challenges facing today’s utilities.

THE CHALLENGES FACING TODAY’S UTILITIES

Transition to the Cloud

- Managing the burden of building and maintaining a platform
- Want better availability, dependability, robustness, security, and the latest features and functionality
- Want to focus on strategic initiatives rather than operating a CIS

Ecosystem Integration

- Need for a transparent system of records and easy data flow between applications
- Need to accelerate productization and time-to-market and streamline processes and costs
- Need to enhance customer engagement and generate custom billing files

User Engagement Experience

- Need to provide different engagement models to suit every customer’s expectations
- Allow customers to manage their accounts proactively
- Need to facilitate customers enrolling in programs and payment assistance options

Efficiency and Automation

- Need for quick onboarding of new reps through automation
- Need a UI that accommodates its specific needs and preferences
- Agent-Customer interactions must be streamlined and consistent, and workflows need to be simplified and approvals automated

Data Era and Business Intelligence

- Management reporting can be opaque but needs to be clear, compelling, and actionable
- Too often, vital data is lost in a sea of too-much-information
- KPIs need to be highly visual, easily relatable, and act as an entry point for drilling into the fine details

SPOTLIGHT ON TECHNOLOGY

Rollup Purge

- Data identified for purging is “rolled up”, and only summary numbers stored for future reference.
- Using Rollup Purge, Hansen CIS saves organizations significant time during data processing windows.
- Written in Google’s award-winning Go programming language, the Purge process is a scalable concurrent process.

THE OPPORTUNITIES FOR NORTH AMERICAN UTILITIES

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

- Available both on-premises and in the cloud

- A highly scalable solution
- 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



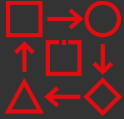
Transition to the Cloud

Become “cloud-powered” and effortlessly access better availability, dependability, robustness, and security, in addition to the latest features and functionality.



Transition to Standardized Integration

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



Evolving the UX

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



Evolving the UI

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



Enabling Business Intelligence

Explicitly display the most vital data across operations and engagements, visualizing KPIs for high-level awareness while empowering drill-downs for problem identification.

The Hansen Solution to CIS Excellence – Our Unique Approach

Designed with North American utilities in mind, Hansen CIS is a modern and proven application that delivers an easy-to-configure and manage experience. In addition, Hansen CIS empowers utilities with the following:

Purpose-built Technology & Services

With over 30 years of embedded industry best practices, the Hansen software application suites are purpose-built to deliver the next experience that end customers want and our clients need to provide, delivered on a quarterly basis

rather than every 18-24 months through an integrated CI/CD pipeline.

Data-Driven Processes

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

Incremental Innovation

A Solution that empowers organizations to focus on agile and 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

Hansen provides multiple deployment options, and through our partnership with AWS, 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.

Hansen Integration Framework (HIF)

HIF provides 100+ 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 optimize 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.