

The Hansen CIS SaaS Solution for Energy & Utilities

Leveraging our proven leadership in service delivery management for North American regulated and unregulated municipalities and utilities.

Hansen is uniquely qualified to support billing and customer care through an integrated cloud-based SaaS deployment of our proven, industry-leading Hansen CIS with Data Analytics & Reporting and complemented by the Hansen Customer Self-Service portal. Our platform provides an innovative solution to enhance customer experience through improved technology, communication, and engagement.

As a proven leader in service delivery management, Hansen has, for decades, been providing our PaaS solutions to a large base of customers. We've seamlessly extended this capability by expanding our service offering with an end-to-end SaaS model.

HANSEN CIS SAAS: SIMPLICITY AND SCALABILITY, ON-DEMAND

If you are at a point where you want or need to focus the entirety of your resources on critical business goals and objectives, then the Software-as-a-Solution deployment option is for you. Rather than worrying about data growth and platform security and performance, you pay a per-account monthly fee and leave everything else to the Hansen team.

The Advantages of SaaS



Efficiency

The main advantage of SaaS - you get access to the solutions you need quickly and easily, without any of the traditional burdens of scoping or building the physical infrastructure.



Predictability

You have even more control over your budget, moving away from the giant peaks and troughs associated with tightly integrated applications supported by statically dimensioned infrastructure. Instead, pay a fixed monthly or annual Subscription.



Simplicity

With Hansen CIS deployed as a SaaS solution, the initial implementation is seamlessly delivered, and the tech stack is regularly maintained and updated.

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.

SAAS DELIVERY OF HANSEN CIS PROVIDES



Customer Support Services

Proactively servicing all infrastructure and applications management requirements, including issues, operations, and update management.



Security & Monitoring Services

Dedicated security professionals oversee the Cloud infrastructure, including security monitoring and response program through the Continuous Monitoring Center and annual application penetration testing.



Infrastructure & Technical Services

Liberating internal resources from everyday tasks for strategic initiatives, Hansen will manage all Hansen CIS environments, including connectivity, sizing, platform, infrastructure patching, and more.



Commercial Terms & SLA

Flexible terms and conditions remove the administrative overhead of managing your CIS, including all required licenses and software environments, SLAs across service areas, and more.

MORE ABOUT HANSEN

The Hansen mission is to provide industry-specific software products and expertise that enable our customers to capitalize on the commercial quickly opportunities of the evolving energy, utilities, and communications markets.

Hansen is 1,600+ professionals deployed in 28 offices distributed across 17 countries.

“As a result of its exceptional technological capability, customer-focused product development strategy, and continual innovation focus, Hansen consistently delivers outstanding customer experiences leading to optimal customer satisfaction. This success is evidenced in its minimal customer churn rate of less than 2% and long-lasting customer relationships (with an average customer lifetime of 10+ years).”

Hansen is in 80+ countries

Hansen serves 60+ Energy & Telco customers

Hansen supports 62M customers



**Looking to learn more
about Hansen CIS SaaS?**

Get in touch!

hansencx.com

