

PRODUCT BRIEF

HansenPortal

The Hansen mission is to help those companies providing vital energy and utility-based services to capitalize on emerging service opportunities and monetize a new era of energy and utility-related experiences. Hansen Portal is a feature-rich, highly configurable digital engagement platform optimized 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 centralized, with increasingly distributed and diverse sources democratizing markets worldwide. In addition, evidence of personalized energy is everywhere

— from the increasing consumer adoption of home generation solutions to solar panels and the widespread adoption of electric vehicles (EVs): the “pressurization” of energy has emphasized the customer-focus aspects of the Customer Information System application and Customer Portal.

Providing customers with a one-stop location for online account management, billing and payments, start and stop services, and saving programs is as crucial to the enterprise as it is for the customer. Utilities' CX functional areas are less well-defined, fast-changing, and primarily driven by:

- Current and future customer's desire to have options on how they engage with utilities.
- Adoption of best practices from other mature consumer-centric service sectors
- Moving to complex market structures, such as retail competition and unbundling of rates and services.

Hansen Portal is a configurable extension of Hansen CIS allowing utilities total control over what data is available within Hansen Portal. As a meta-data driven application changes can be made in real time with zero coding, allowing the utility the ability to configure the look and feel quickly and seamlessly. All aspects of the customer's service journey are combined and managed through a unified customer self-services solution.

Hansen Portal is built on Google's Flutter UI toolkit for building beautiful, natively compiled applications for mobile, web and desktop from a single codebase. Key benefits include: Fast Development through a rich set of fully-customizable widgets to build native interfaces in minutes. Expressive and Flexible UI with a layered architecture which results in incredibly fast rendering and expressive design. Native Performance incorporating all critical platform differences such as scrolling, navigation, icons and fonts.

HANSEN PORTAL: MARKET LEADING & FUTURE-READY

Ask Yourself:

- What if you could extend key aspects of your CIS to your customer base with no coding just configuration?
- What if your customer engagement platform was designed from the ground up on the most advanced mobile technology available?
- What if you could provide your customers a user experience unlike anything they've seen in just a matter of a few months?
- What if you had the platform to position you as one of tomorrow's preferred experience providers?



BENEFITS

Native Integration with Hansen CIS

Hansen Portal is tightly integrated with Hansen CIS allowing for quick deployment and configuration. Based on Hansen's award-winning integration framework Hansen Portal is a true extension of the CIS which shortens the implementation effort and learning curve of your CSR staff.

Metadata-driven

Being a metadata-driven application allows the business side of a utility to be in control of the implementation and configuration. Want to make driver licenses number a required field in setting up a new service? That's a two second configuration in Hansen Portal. With native configuration screens you'll have Hansen Portal working as you envision in minutes.

Clean modern UI

Combining best-practice business processes, Hansen Portal provides an intuitive and efficient user interface. Hansen Portal utilizes modern UI elements to make everyday tasks easier and faster.

SaaS Deployment

Through Hansen's global IT organization, you'll get all the benefits that over 50 utilities worldwide have experienced. As a global AWS partner, Hansen has been deploying and managing Utilities mission critical applications for decades. Let us take care of the technical deployment so you can focus on those strategic initiatives.

Software Development Kit

We know you want to take something great and make it even better. Hansen provides a software development kit as well as technical training to enable your staff to be confident and efficient in making more involved changes to Hansen Portal.

Progressive web app or native app

Developed on Google Flutter technology Hansen Portal can be deployed as a web app or as a native iOS or Android application all from a single code stream. The days of managing multiple deployments are in the past. Hansen Portal allows you to meet your customers on the right technology platform for them. From PC to tablet to mobile device Hansen Portal is there.

Hansen Portal DELIVERS:

- Effortless customer journeys
- Operational efficiency through process automation
- Scalability
- Ground-to-cloud flexibility
- Reduced cost-of-operation
- Ease of integration
- More configuration, less customization
- SaaS deployment
- Deep local knowledge with a global outlook
- Enhanced customer experience through seamless third-party integrations

Configure-Set-Go

Hansen Portal includes prebuilt workflows based on industry best practices that enable Utilities to quickly get customer engagement functionality up and running quickly. 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.

HANSEN PORTAL, 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

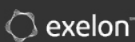


Seamless access
to third-party
integrations

Powered by Hansen



where energy comes from



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

