

CONSULTANT BRIEFING - 2026

AGENDA

- Opening (5 min)
- Hansen Product Evolution (20 min)
- Live Demo: Grace AI in Action (20 min)
- Industry Challenges & Hansen Solutions (10 min)
- Open Discussion (10 min)

HANSEN WORLDWIDE

Hansen employs over 1,600 staff across 33 offices.

Hansen is a global software provider and services to the energy, utility, and communications industries. With our award-winning software suite, we help customers create and deliver new products and services, engage with customers, and control and manage critical revenue management and customer support processes.

Founded in 1971, Hansen is publicly traded on the Australia stock exchange (ASX:HSN).

10% of revenue (\$30M) invested in R&D

For more information visit our website:
<https://www.hansencx.com/>



80+
Countries

600+
Energy & Telco Clients

62M
Customers Served

HANSEN ACQUISITION HISTORY

Date	Acquired Company/Assets
Oct 2008	Peace Software (CIS business from First Data)
Nov 2010	NirvanaSoft, Inc. (C&I CIS business, USA)
Jan 2013	ICX (Customer Care & Billing business from Irdeto/Naspers)
Mar 2013	Utilisoft (Australian market messaging from Utiligroup Pty Ltd)
May 2014	Banner (CIS business acquired from Ventyx/ABB)
May 2015	TeleBilling A/S (Customer Care & Billing in Denmark)
Jul 2016	PPL Solutions (CIS & BPO team from PPL LLC)
Nov 2016	HiAffinity (CIS from DST Billing Solutions Ltd, UK)
Jul 2017	Enoro (CIS and MDM business from Enoro Holding AS)
May 2019	Sigma Systems (EPC, CPQ & Provisioning Canada)
Feb 2024	powercloud GmbH (CIS business, Germany/DACH)
April 2025	MAKO (mkt messaging) and Powerdata from CONUTI GmbH
Feb 2025	DialAI (minority investment in Virtual AI Agent, Canada)

Hansen achieves synergies through shared services, components and knowledge. Clients have an expectation of ongoing research and development.

“Hansenisation” of an acquisition entails introduction of shared services and a common set of methodologies and systems:

- High-touch Account Management
- Robust processes for Delivery, Support & Maintenance
- Centrally coordinated and complementary Roadmap Investment
- Aggressive programs of modernisation, modularisation, and DevOps processes where required.



Hansen**CIS**

Hansen is a global AWS Partner

Our Cloud platform is underpinned by
AWS (Amazon Web Services) industry-leading infrastructure

- High availability
- Leading Disaster Recovery, with zero data loss

- 24/7/365 application monitoring and support
- End-to-end security and compliance

Northern Virginia (Primary)
Oregon (DR)

NORTH AMERICA CLOUD DEPLOYMENTS



- Hansen CIS in a SaaS configuration is a combination of Kubernetes clusters configured to manage and rotate JBOSS application servers backed by Oracle RDBMS.
- Future SaaS deployment
 - City of Alexandria (December 25)
 - City of Kingsport (April 26)
 - Charlotte Co. (Q1 2027)
 - Martin Co. (Q2 2027)
 - New Bern MDM (Q4 26)
 - New logo (Q1 2027)

City of Virginia Beach (CVB)

- 135,000 customer accounts – water, wastewater
- Live Nov 29, 2021, Hansen AWS Cloud



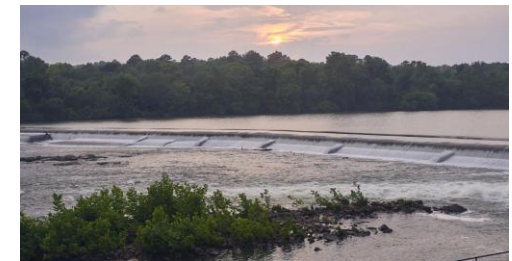
National Water Commission (NWC)

- Processing 190 million gallons of potable water & sewerage daily for 2+ Million people across Jamaica
- 400,000+ customer accounts
- Live Jan 4, 2022, Hansen AWS Cloud



City of Columbia, SC

- 125,000 customer accounts – water, wastewater, storm
- Live Jan 2023 Hansen AWS Cloud



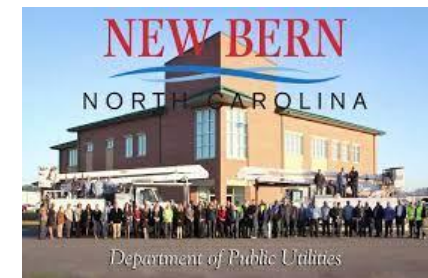
Jamaica Public Service (JPS)

- The Electric Utility for the country of Jamaica
- 640,000+ customer accounts
- Going live April 2023 AWS Cloud



New Bern, NC

- Electric & Water Utility
- 42,000+ customer accounts
- Going live July 2023 Hansen AWS Cloud SaaS



AMERICAS - SALES, MARKETING, ACCOUNT MGMT TEAM

Contact	Contact Title	Contact Information
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HANSEN PRODUCTS

HANSEN'S SaaS VISION

Hansen **will** become the premier SaaS provider for North America utilities through the following:

- A well defined 52-week onboarding process (new customers) allowing for configuration but limits customizations
- A set of productized integration with partners that provide a best of breed end-to-end solution in SaaS deployment
- An advanced technical architecture with quarterly application updates removing the need for upgrade projects
- A set of operational services that are proactive in nature and allow utilities to refocus resources on more strategic initiatives
- A financial SaaS model that customers view as a good value and allows customers to have a predictable cost profile over a 10-year time horizon.

HANSEN'S **SaaS** OFFERINGS

Lower cost of Ownership

Reduction of large upgrades reduces resource and project timelines reducing cost. Incremental cost yields better returns over annual or multi-year payment

Integrated Change Management

Integration of fundamental artifact management allowing for approval and acceptance of production ready changes streamlines routine operations.

Predictable Upgrade Path

Quarterly rolling updates pre-tested against configurations specific to individual customer environments allows for n-stage acceptance of base product.

Hansen AI
+
Hansen CIS

+
Hansen Portal

+
Hansen MDM

Security Compliance

Constant monitoring of security vulnerabilities combined with auto consumption of the latest patches and versions of all required software.

Data Access

Non-restrictive approach to customer data through real-time data synchronization with reporting database

Scalability on Demand

Environment monitoring allowing for instant ramping of resources required for optimization of all systems.

CUSTOMER INFORMATION SYSTEM

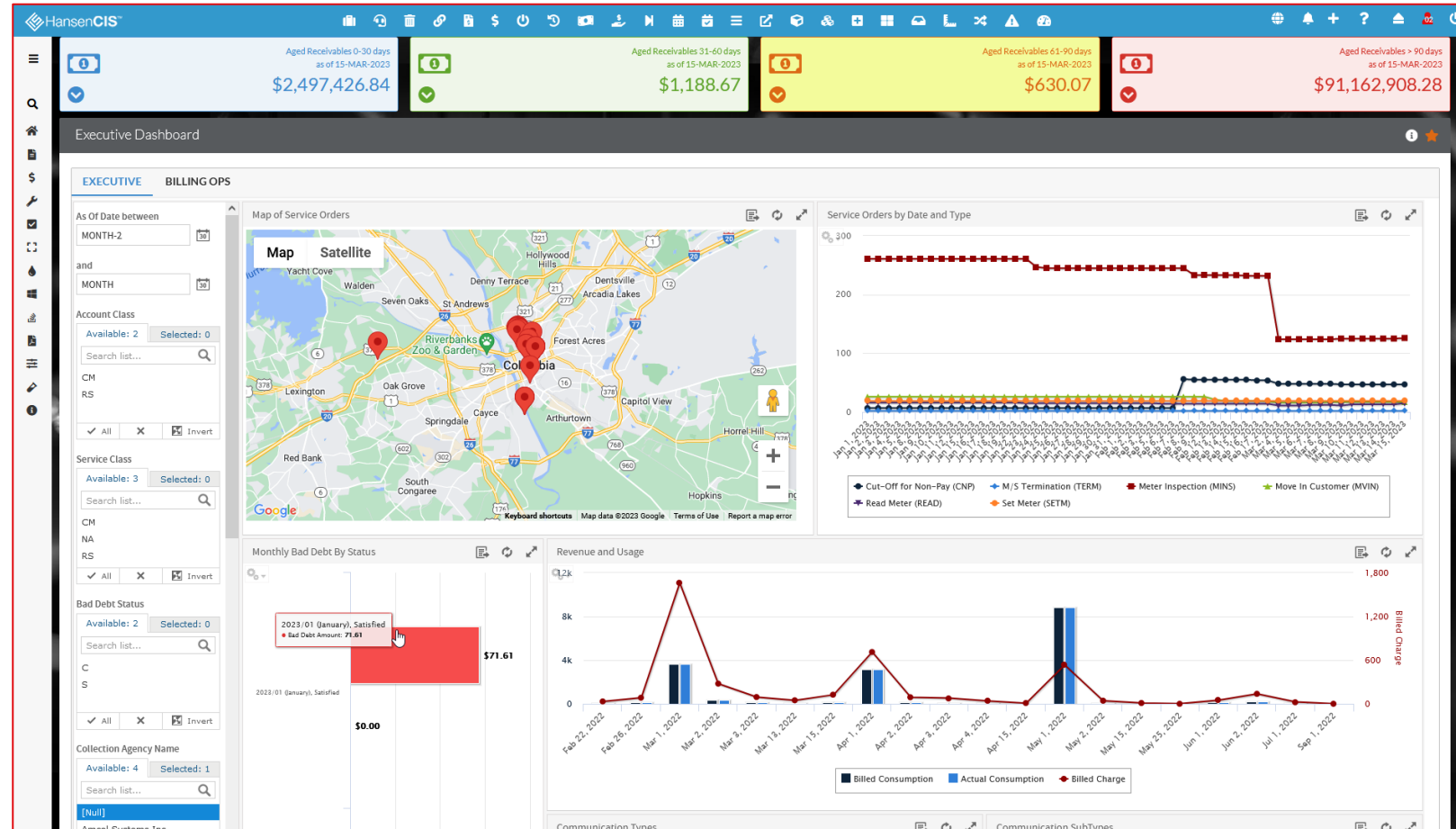
HansenCIS

- Streamlined common business processes to achieve maximum efficiency and consistency
- Configurable Wizards & Workflows to reduce application changes
- OOTB Enterprise Reporting with BI / Analytics
- Easy integration via integration framework
- Deployable SaaS / PaaS or on-Premises
- Extensive Security / Data Encryption / Data Auditing
- Highly Scalable – User Interface / nightly batch
- Advanced Proprietary Roll-Up Purge Process
- Project flexibility and exceptional customer satisfaction



BUSINESS INTELLIGENCE & REPORTING

- Persona based dashboards
 - Executive, Billing Ops, CSR, Monitoring (CIS health)
- Independent deployment
 - we train you rather than produce reports for you
- KPI Tiles can “stoplight” based on data
- Data Warehouse with over 75 “measures”
- Over 100 parameterized reports
- Visual ETL tool for adding external data
- Reporting can be fully automated. Parameters, execution and distribution.
- Trend and Forecasting graphs show operations or financial data over time



CUSTOMER SELF SERVICE PORTAL

HansenCIS

- Flutter based application
- Native integration with Hansen CIS
- Metadata-driven, providing rapid implementation of extensible business logic
- Customer-controlled menu, pods, and pod content
- SaaS only implementation
- End user and administration mode
- Hansen Software Development Kit providing feature sets from across business lines
- Deployed as progressive web application or optionally as a native application
- Integration with OMS, MDM, payments, and bill presentment modules



INVENTORY TEST

- Native integration with Hansen CIS
- SaaS only implementation
- Hansen SDK providing feature sets from across business lines
- Deployed as progressive web application or optionally as a native application.
- Real time communication keeping backflow inventory and test results in synch.

The screenshot shows a 'Test Details' form with a red header. The form contains the following fields and values:

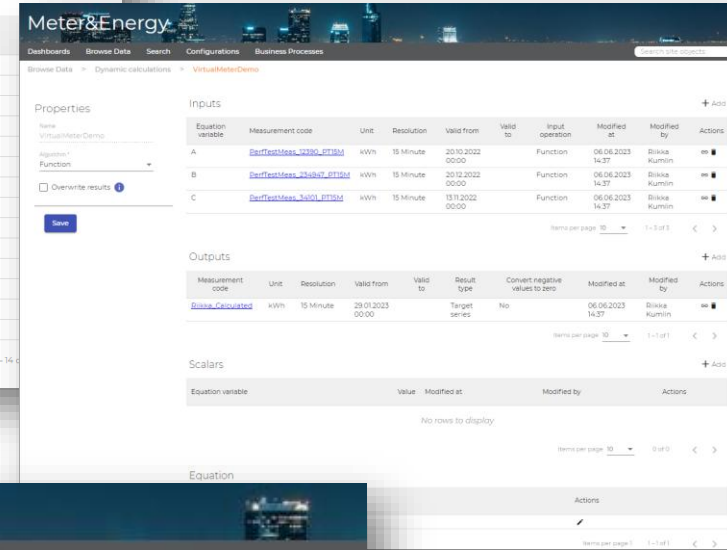
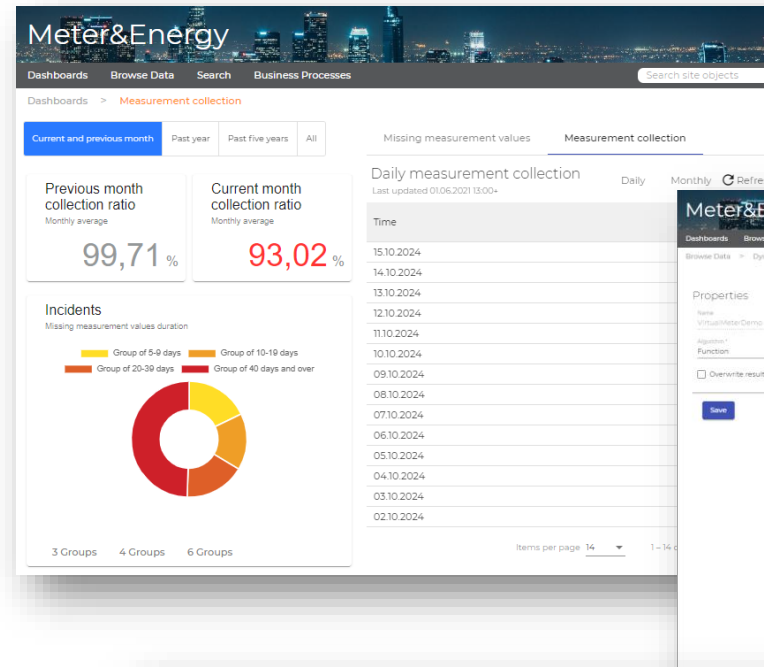
NEW TEST			
Premises Address	1100 Gervais ST COLUMBIA, SC		
Device Type Desc.	Atmospheric Vacuum Breaker Assembly	Serial Number	652348
Model Number	288AM3	Mfr. Description	Watts Connection Size 2" ...
Install Date	2020-05-27	Next Test Date	2023-05-27 Test Interval 12
Test/Repair Date *	2022-08-24	Test Type *	Retest
Test Kit *	D122R1970	Company	ABC Plumbing
Check Valve 1 PSI	50	Check Valve 2 PSI	
Relief Valve PSI	35	Condition	Passes minimum ...
Meter Reading	1000	Test Result *	Passed
Note	Meter Passed Testing		

At the bottom of the form, there are two buttons: 'SUBMIT' and 'CANCEL'.

NEW! CLOUD-NATIVE METER DATA MANAGEMENT SYSTEM

HansenMDM

- Meter data collection and aggregation
- VEE (verification, estimation, editing)
- Data quality assessment
- One glance dashboards
 - Incidents, validation errors, weak values per day
- Metering point evaluation and immediate fix
 - Current status, measurement by statuses, structure data
- Used by multiple networks in Finland
 - All have 100% smart metering
 - 1h to 15min interval reads
- Recently introduced to the US market
 - City of New Bern NC

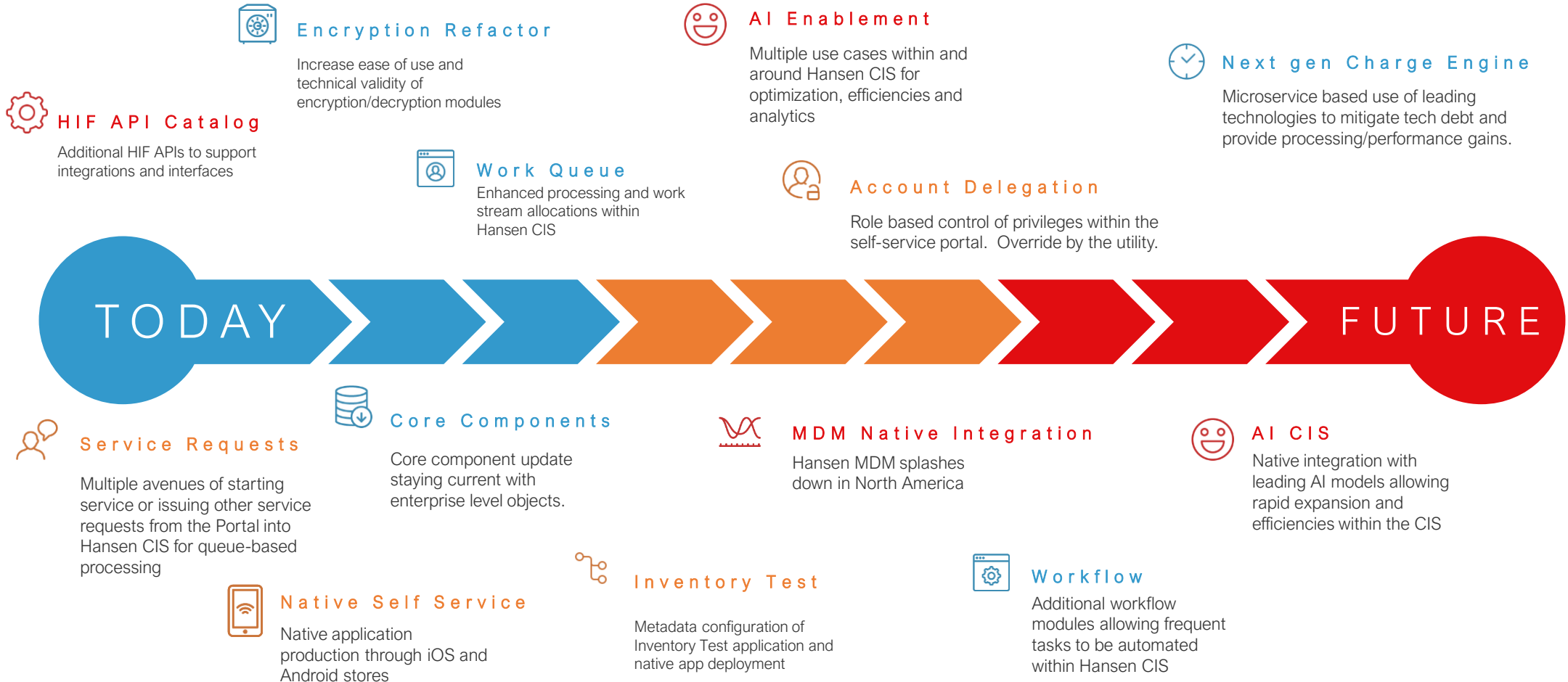


HANSEN CIS

SHORT TERM

MID TERM

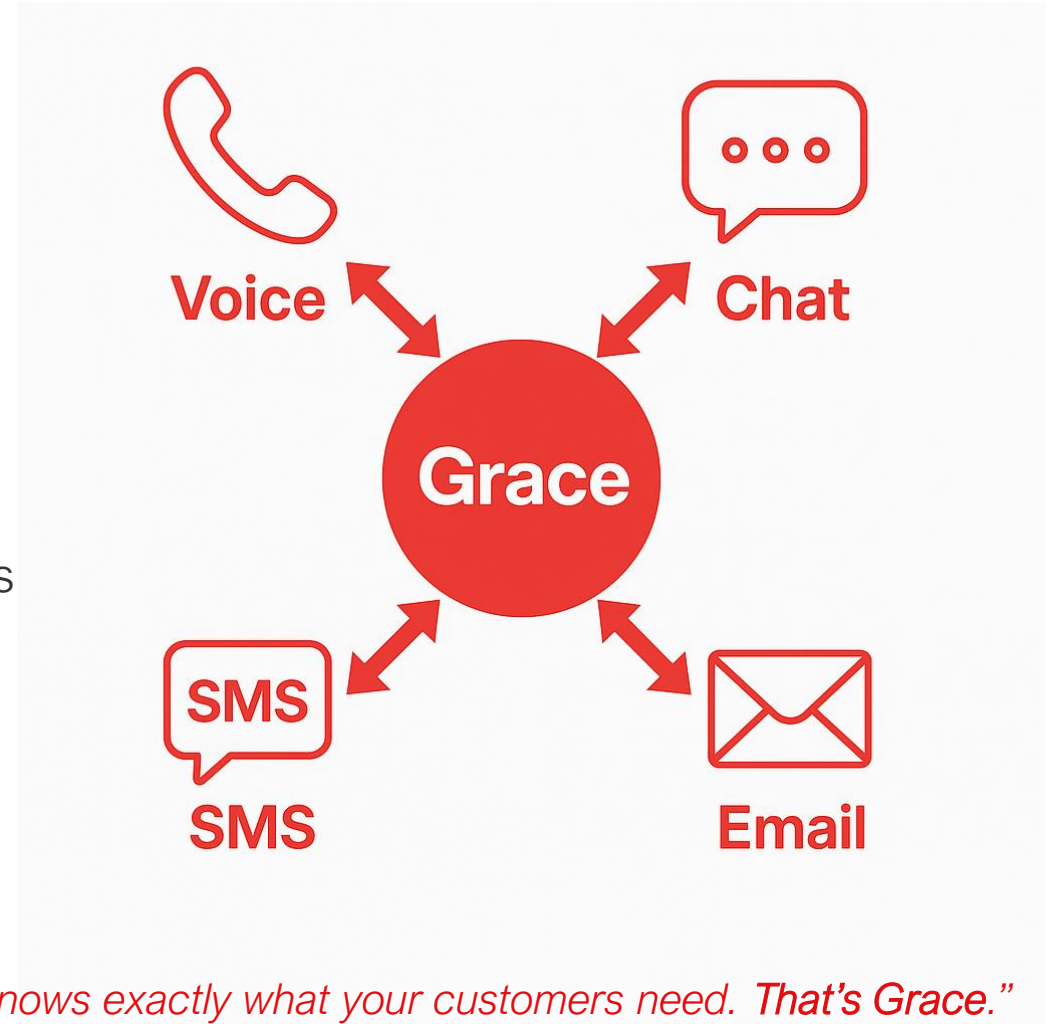
LONG TERM



DEMO: GRACE AI IN ACTION

NEW! HANSEN AI VIRTUAL ASSISTANT

- Hansen Virtual AI Agent is a conversational and generative AI-powered virtual agent
- Purpose-built for the utility and energy industries
- Seamlessly integrates with Hansen Customer Information Systems (CIS) / Other CIS's
- Supports inbound and outbound voice, email, SMS, and chat messaging channels
- Captures all customer interactions in a single location
- Handles complex customer interactions across all channels
- Automates routine tasks to reduce agent workload
- Frees up human agents to focus on complex, more empathetic interactions
- Enhances the overall customer service experience



“Imagine a call center that never sleeps, never forgets, and always knows exactly what your customers need. That’s Grace.”

AI USE CASES



City Residents

CSR

- Move in / Move out
- Payments (Credit card, arrangements)
- Bill details
- Account information updates
- General information

IVR

- Skill based routing
- Auto escalation
- Human take over



City Staff

Ask Grace

- SOP
- Product help
- Response assistance

Document Search

- Integrates with document mgmt. platform
- Used on customer conversations
- Quick access for CSR's.

Outbound Campaigns

- Call, email, text
- Campaign execution can be scheduled, and number of simultaneous calls can be set
- All outbound contacts are tracked as Conversations

SELECTED DEMO

- Call 9893

Bobby Slaton
bobby.slaton@hansenox.com

Organization: Hansen CIS B

Monitor

- Conversations
- Live View
- Inbox
- Reporting

Build

Docs

Agent

Outbound

Settings

Documentation

Logout

Conversations > 9893

Caller ID Lookup

Function Response

Thought

Thought

Thank you for calling City of Mesa. I'm an AI named Grace. How can I help you today?

03:39:13 PM

Hi, Grace. I'd like to check my bill.

03:39:23 PM

I see an account here under your phone number. Would you mind confirming the service address for me please?

03:39:23 PM

Sure. It's 99 Magnolia.

03:39:32 PM

Great. Just give me a moment to pull up your account details.

03:39:33 PM

Get Account Details

Function Response

Thought

So just looking at your account here, I see your last bill was for \$102.99 and was due on April 5th, 2025. Your current balance is \$102.99. Would you like to make a payment today?

03:39:39 PM

Yes. Let's go ahead and pay that.

03:39:57 PM

Great. Let me get that started for you.

03:39:58 PM

Customer wants To P...

Replay Mode

Flows

Sentiment

Conversation Flowchart

Conversation Details

Platform	Point of Contact	Contact ID	Status	Tags	Sentiment	Flow	Duration
	+1 (682) 255-1351	+1 (404) 353-5209	✓	Add +	Curiosity Approval Gratitude	Utilities Inbound V2	3 min, 53 sec

Start
Nov 12, 2025, 3:39 PM

End
Nov 12, 2025, 3:43 PM

Summary

Customer called on 2025-11-12 via voice to check and pay a \$102.99 bill for service at 99 Magnolia. Payment was successfully processed using Visa ending 8400. Customer inquired about rate changes and received a text with information links. Addressed paper billing preference by switching to electronic billing following a brief Spanish language exchange. No function call errors occurred; the conversation concluded with all requests fulfilled.

Analysis

The conversation was smooth and successful. The AI agent Grace efficiently helped the customer with checking and paying their bill, provided information about utility rate changes, sent helpful links via SMS, switched the customer's billing preference to electronic billing upon request, and communicated fluently in Spanish when requested. The call ended amicably with no issues or transfers requested.

00:00 / 03:50

INDUSTRY CHALLENGES & HANSEN SOLUTIONS

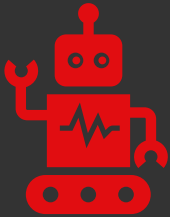
INDUSTRY CHALLENGES: MID-SIZED UTILITIES

- **Headwinds:**
 - **Aging infrastructure + limited budgets** - Can't afford full-scale replacements but need modernization
 - **Staff shortages** - Losing institutional knowledge as experienced workers retire, struggle to attract tech talent
 - **Customer expectations** - Demand digital experiences but utilities lack resources for custom development
- **Tailwinds:**
 - **Federal funding** - Infrastructure Investment and Jobs Act, IRA creating upgrade opportunities
 - **Cloud economics** - SaaS models make enterprise tech affordable without major capex
 - **AMI data explosion** - New meter infrastructure generating valuable data they need tools to leverage

HANSEN SOLUTIONS: MID-SIZED UTILITIES

Headwind	Hansen Solution
Aging infrastructure + limited budgets	Hansen MDM - VEE Detection: Identifies which assets are malfunctioning and need replacement
Staff shortages	<ul style="list-style-type: none">• Hansen MDM - Data Quality Dashboards: Pinpoints infrastructure problems without sending crews everywhere• Grace AI - Conversation Memory: New CSRs inherit full customer context; Reduces training time• Hansen CIS - Focus on Learning Management buildout and faster deployments.
Customer expectations	Grace AI - Multichannel Support & Multilingual Capabilities: Voice, SMS, chat, email consistency without building separate channels; Serve diverse communities without hiring multilingual staff

THINGS YOU SHOULD REMEMBER



AI Embedded in CIS:

Native integration with Hansen CIS for: Multi-channel service automation (calls, chat, email, SMS)

Real-time call summarization into CIS

CSR coaching & human-in-the-loop oversight

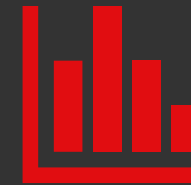


Modern Integration & Agile Delivery

REST APIs: Unified ecosystem for call center, payments, outage systems, etc

Quarterly SaaS Updates: Predictable cadence, minimal custom mods

Cloud Posture: AWS-first SaaS + PaaS or on-prem support for municipal needs



Analytics & MDM Differentiation

Embedded BI + Reporting: Open reporting framework. Easy to pull data

MDM + VEE: Advanced Validation, Editing, Estimation

Modern Architecture & GTM Proof

WHY WE ARE DIFFERENT

Extensive Industry Experience:

- Hansen has over 30 years of experience in implementing Customer Information Systems (CIS), providing a deep understanding of industry challenges.

Skilled Workforce:

- The U.S. team averages over 20 years of experience in the utility sector, ensuring high competency in project execution.

Collaborative Approach:

- The proposal emphasizes a cohesive integration of Hansen's project team with the client's team, fostering effective communication and collaboration.
- Focus on building certified partner network

Comprehensive Organizational Change Management (OCM):

- Hansen partners with third parties to offer OCM services, facilitating smoother transitions and better adoption of new solutions.

Leader in AI:

- Hansen is an industry leader in the adoption of AI. Our solution supports a wide range of use cases to support end customers as well as agent assist capabilities.

Proactive Risk Management:

- Hansen's project team engages in detailed planning to anticipate resource impacts and mitigate potential issues, ensuring project continuity.

Focus on Training and Support:

- A commitment to structured training schedules ensures that staff are prepared to adopt new processes effectively, minimizing disruption.

OPEN DISCUSSION

- Questions?
- Have you seen other industry challenges?
- What are you seeing from the client side?
- What do you think should be on the product roadmap?

 HANSEN

THE HANSEN **SaaS** OFFERING

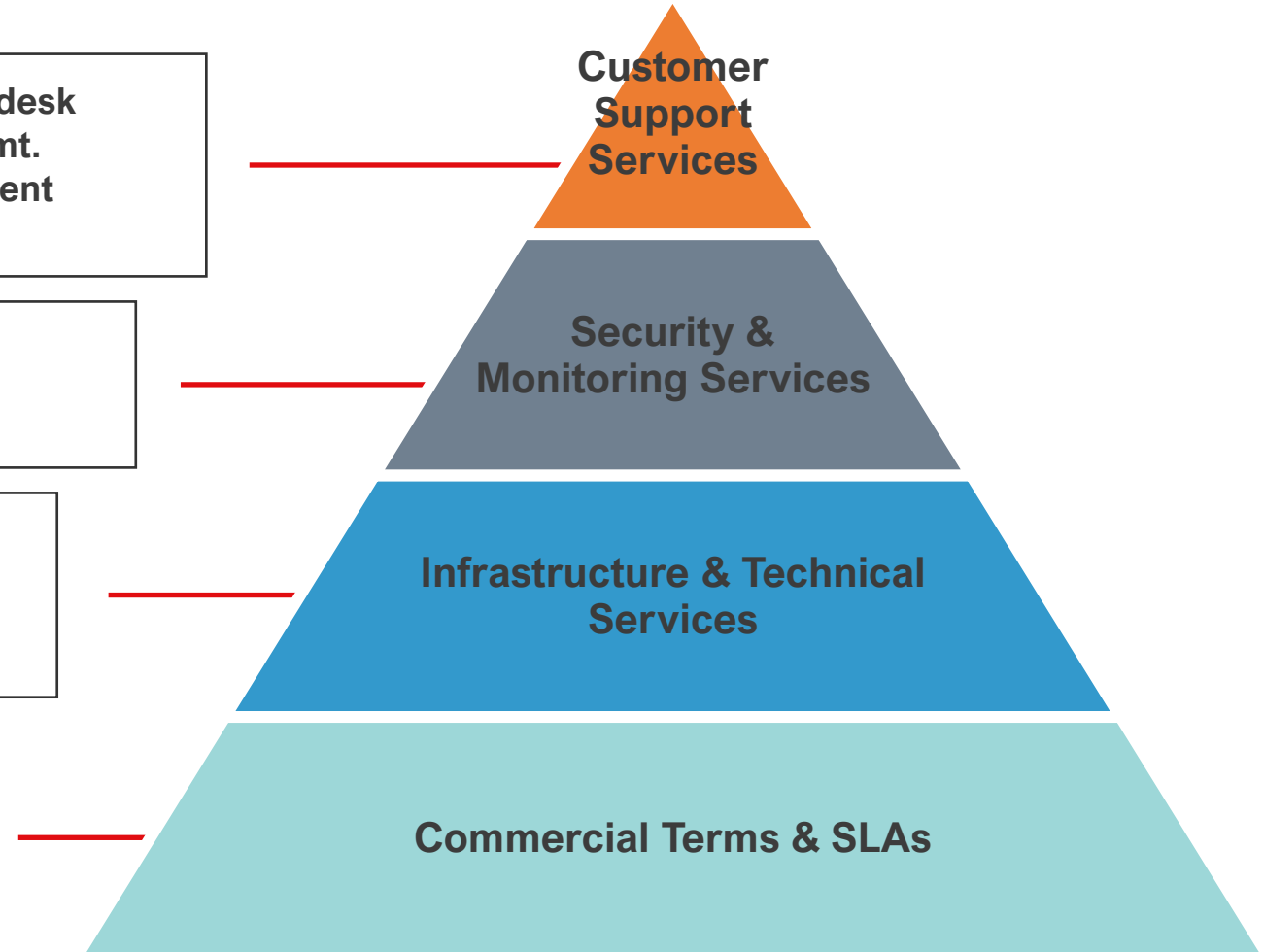
- Issue Mgmt. – triage, break / fix, enhancement request, helpdesk
- Operations Mgmt. – Ops schedule execution, Cloud env mgmt.
- Update Mgmt. – Monthly app patching, Quarterly Enhancement updates, testing services

- Security monitoring and response program
- Continues Monitoring Center
- Annual application penetration testing

- Management of all Hansen CIS environments
- Connectivity, sizing, Platform Mgmt.
- DR planning and testing
- Infrastructure patching

SaaS covers:

- Issue / Operations / Update Services
- Security & Monitoring Services
- Infrastructure & Technical Services
- All required licenses
- All required Software environments
- SLA's across service areas



HANSEN CIS AS A SERVICE OPTIONS

On - Prem

Automated Deployment Methodology*

- API based product updates including defect corrections and feature updates
- Application monitoring and dashboards regarding environment and application health.
- SLA identifying acceptance of these updates
- Available to On-Prem customers

PaaS

Platform as a Service

- + ADM Included
- + Additional environments
- + Dedicated Virtual Private Cloud and point to point VPN access to internal network
- + Global CMC, DBA and Infrastructure Administration services
- + 24/7 On-call Support

SaaS

Software as a Service

- + ADM Included
- + Hosted offering including Production and Sandbox Environments
- + Plug In enabled for configurations and extensions
- + Co-located with similar sized customers
- + Limited to configurations and extensions

Application Monitoring

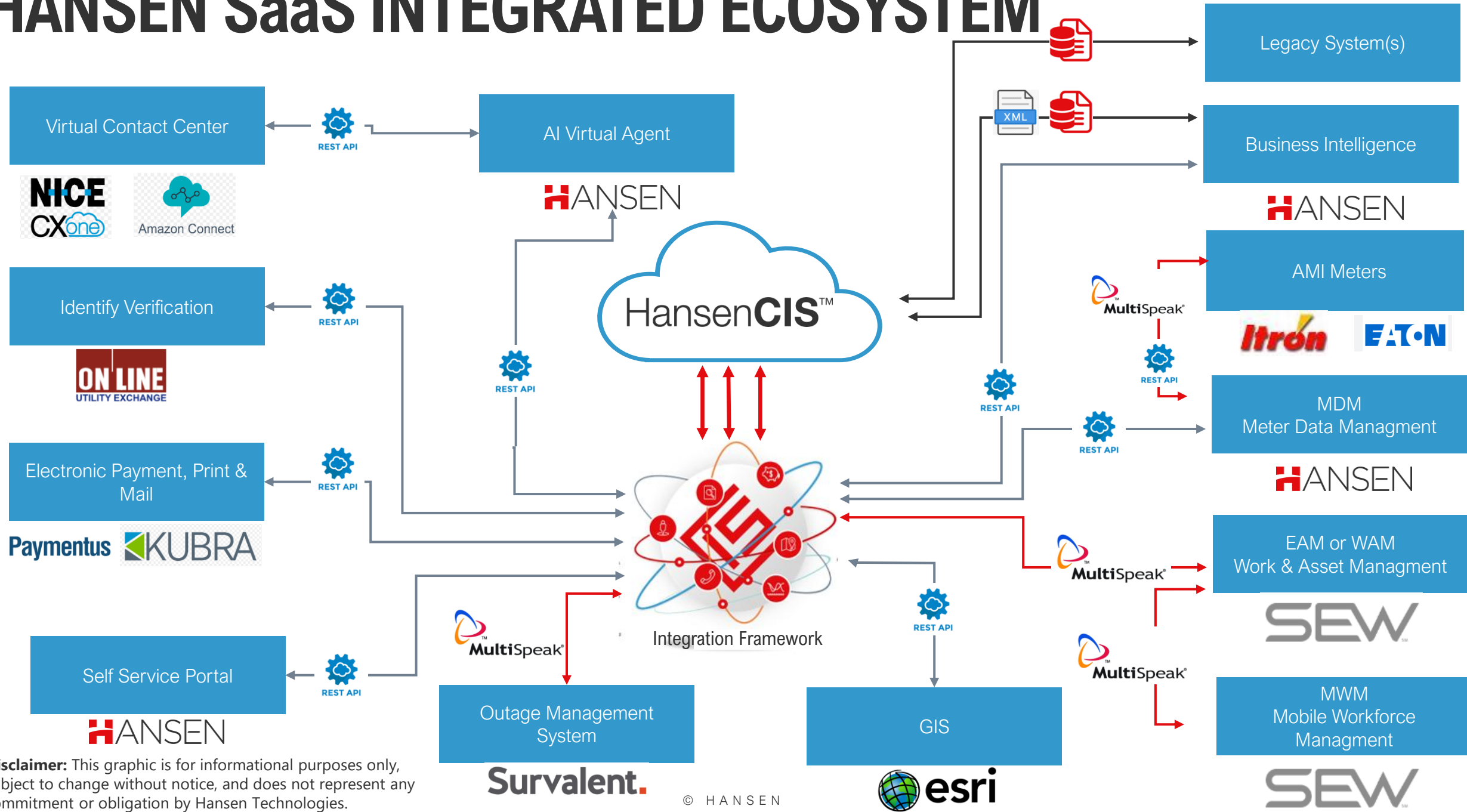


Infrastructure and Security Monitoring

Automated Deployment Methodology

*ADM fee outside of annual maintenance required

HANSEN SaaS INTEGRATED ECOSYSTEM



Disclaimer: This graphic is for informational purposes only, subject to change without notice, and does not represent any commitment or obligation by Hansen Technologies.