

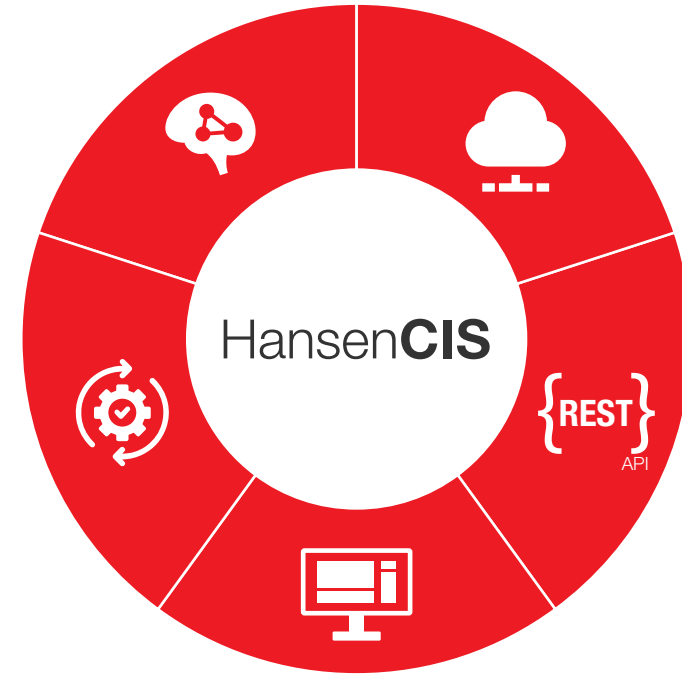
UNLOCKING CIS EXCELLENCE

5 CRITICAL AREAS FOR UTILITIES TO ADDRESS

Organizations know only 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.

For your municipality or utility to capitalize on emerging opportunities and monetize a new era of customer experiences, it must undertake a digital transformation journey. Utilities can achieve a best-in-class customer experience by digitally transforming operations and infrastructure by implementing a feature-rich and easily configurable customer information system (CIS).

A FULL FEATURED CIS IS CRUCIAL TO SUCCESS



The conventional customer life cycle model remains true: the customer information system is the heart of an organization's customer experience and engagement ecosystem.

The CIS helps obtain, maintain, and sustain customers, assisting organizations to improve their billing accuracy and collection efficiency and understand, control, and optimize their cost-to-serve.

At Hansen, we provide the experience organizations need, their customers value, and the feature-rich CIS Utilities demand. This infographic examines the five pain points, and concerns utilities face when striving for CIS excellence.

01 SECURITY AND THE TRANSITION TO THE CLOUD

- Manage the burden of building and maintaining a platform
- Customers want better availability, dependability, and robustness
- Customers want security
- Customers want the latest features and functionality

Is your developer team burdened with building and maintaining a platform? The work associated with scoping, designing, implementing, maintaining, and scaling hardware infrastructure requires considerable effort.

provide valuable benefits, including empowering your people to deliver enhanced functionality, service, and support.

Further, with the increasing use of cloud technology, data privacy is becoming a major concern. Organizations need to ensure that sensitive data is protected and that they have appropriate measures in place to detect and respond to data breaches.

Taking Hansen CIS and delivering it as a fully managed cloud implementation provides many of the sought-after advantages associated with the cloud and the proven benefits of a mature, stable, and full-featured solution.

And for public entities subject to open scrutiny and official audits, an effective cybersecurity defense is a mandatory requirement.

By adopting a cloud implementation, organizations can mitigate the risks associated with transitioning to the cloud, leverage the advantages of an off-premises model, and easily take advantage of new and innovative features.

The good news is that organizations can relieve these burdens through the cloud. And while every implementation is different, experience has shown that a transition to the cloud will

Hansen enables our clients to progress along the transformation spectrum and eventually embrace a cloud-first consumption model when necessary.



02 ECOSYSTEM INTEGRATION AGILITY

- Enjoy seamless, fast integration with 3rd party systems
- Want to streamline processes and costs
- Need to enhance customer engagement
- Need to generate custom billing files

With new sources and destinations for data constantly appearing, integration agility is a crucial capability for utilities. And those who don't achieve this are at risk of falling behind.

The need to transition to standardized integration with third-party vendors, accelerating your productization and time-to-market, is crucial. Allowing you to design and generate custom billing files, streamline processes and costs, and enhance customer engagement.

Being aware of the role of the CIS being the center of an ever-expanding ecosystem, Hansen emphasized moving to an alternative of highly flexible and standardized interfaces. Referred to within the industry as REST APIs – this approach to solution integration delivers a uniform method of describing the data structure between two or more individual solution elements.

Implementing REST APIs enables the Hansen CIS to integrate with multiple third-party systems quickly and seamlessly. This agility empowers organizations to accelerate the productization of a complete solution and achieve a faster time-to-market as new solution elements, such as additional service components or vendor connections, are added.



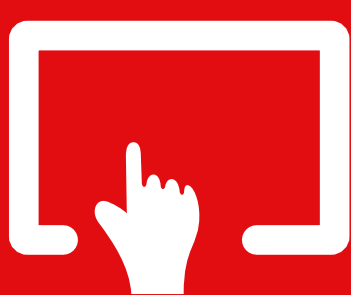
03 MEETING THE USER ENGAGEMENT EXPERIENCE EXPECTATIONS

- Customers want to manage their accounts proactively
- Need to provide different engagement models to suit every customer's expectation
- Need to facilitate customers enrolling in programs and payment assistance options

For today's CIS to meet the customer-expected standards, utilities must offer a self-service experience that empowers their customers to manage their accounts, saving everyone time and money proactively. One where customers can enroll in various programs and payment assistance options without contacting their utility.

Hansen CIS uniquely builds upon a 20-year culture of continuous innovation and optimization to deliver an outstanding experience that meets customers' ever-growing expectations. In addition, Hansen CIS steps up to the plate with a full-featured self-service capability that empowers customers to manage their accounts proactively, improving the cost-to-serve equation.

Further building on the customer experience, the CSR Dashboard provides essential information at users' fingertips, allowing them to quickly and efficiently find the data necessary to answer customer questions.



04 EFFICIENCY & AUTOMATION - THE "NO ONE-SCREEN-FITS-ALL" ISSUE

- Product maturity and feature-richness
- Each department needs a UI that accommodates its specific needs and preferences
- Agent-Customer interactions must be streamlined and consistent
- Workflows need to be simplified, and approvals need to be automated

One concern that organizations continually highlight is their preference for an easily configured CSR interface instead of one that requires labor-intensive customization. It's a well-accepted requirement that different departments or entities within the same organization have unique needs; it's simply not true that one-screen-suits-all.

And this is an essential consideration because CSR sentiment - positive or negative – transfers across into the interactions with your customers.

With the upgraded Hansen CIS, we've developed the capability for organizations to configure the UI for each department's specific needs and preferences, significantly enhancing the presentation and distribution of information and empowering fast, error-free workflows.

The result is streamlined engagements, less stress for CSRs, and a better overall customer experience.



05 DATA ERA & BUSINESS INTELLIGENCE

In a time when data is king, transparency and awareness are crucial attributes. Management reporting can be opaque but needs to be clear, compelling, and actionable, and too often, vital data is lost and overwhelmed in a sea of too much information.

With Hansen CIS, your utility can personalize management reporting content, introduce ad hoc reports, and bring predefined dashboards to life with the most relevant, meaningful, and actionable information.

THE HANSEN PRODUCT, PROCESSES, PARTNERS & PEOPLE

Much of the value-delivers is the fruit of our team's decades of combined experience in municipalities and utility industries with this specific platform.

experience developing the best strategies and acquiring the best people, making us the ideal vendor to help further enable the next chapter of digital transformation for our customers.

Our engagement, support, and guidance are industry-leading; our clients know they can count on us to listen, care, and deliver. We can confidently claim Hansen CIS to be the most mature and feature-rich platform available on the market today.

At Hansen, our customers are at the center of what we do – our people work with our customers to build long-standing relationships that span decades.

At Hansen, we know Digital Transformation is a business life choice, not a destination, and products only get you so far; fundamentally, it's about people and processes. Hansen has 50 years of

Than just a customer care solution – in many ways, our team acts as an extension of our customer's team. The goal is consistently to offer comprehensive support for our business partnerships, fully meeting established commercial needs.

BOOK AN APPOINTMENT TODAY

