



You need new capabilities, not a new CIS

Aclara Software offers comprehensive solutions that can address the gaps found with most CIS systems.

Today, most utilities recognize that CIS systems are optimized to manage the meter-to-cash cycle, and even many of the older ones do that just fine. It is in other areas – such as effective support for CSRs and managing new AMI assets – that these systems break down.

But, it is possible to address these problems without replacing the CIS, and at a much lower cost.

Protect & Extend
your CIS assets



- 1 On-Line Customer Service** – Vendors of newer CIS systems promote their ability to make billing data available online, although what they really mean is that they can expose the data. All this accomplishes is to duplicate the paper bill experience that customers don't understand. Customer Care Solutions by Aclara Software (formerly Nexus Energy Software) transform the customer experience, providing more meaningful information to help them understand, compare, and manage their bills. This has resulted in increased customer satisfaction, lower customer service costs, and higher adoption of on-line bill presentation and payment.
- 2 Customer Service in the Call Center** – Bill inquiries are the most common and expensive calls. Yet, most CIS systems don't do an effective job of presenting information that CSRs and customers need in order to get questions answered. Aclara Software's Customer Care Solutions provide unique analytic tools with an optimized user interface to quickly and satisfactorily address customer bill inquiries, resulting in higher first call resolution, shorter calls, and higher customer and CSR satisfaction.
- 3 Enhanced Paper Bill** – Much of the value-added information that the system puts on-line can be added to the Paper Bill. Find out why one customer wrote: *"I could never understand the old bills. I always thought that we used a lot of electricity until I saw the graph and the 'How my Home Compares'. I love the new bills and hope they are here to stay. I would hate to have to go back to the old bills."*
- 4 Complex Billing** – Most CIS systems were never designed to handle complex rate structures for C&I or wholesale customers, or new time-based rates to support Demand Response. The alternative approach to supporting these needs for many companies involves spreadsheets and other quasi-manual processes. Aclara's Complex Billing system leverages a powerful, flexible rating engine that enables the business analyst to create determinants and rates with no scripting or programming. It also maintains a complete audit trail for SOX compliance, provides complete billing work flow, and can be integrated with your CIS for invoice preparation and receivables management.
- 5 Meter Data Management** – Advanced metering, as well as mergers, have created the need for more robust meter data repositories. Aclara Software offers a best-of breed MDMS designed to integrate all of the data needed to maximize the value of energy information. The Aclara MDMS is a flexible, scalable Oracle-based application that provides comprehensive VEE and billing determinant creation while offering a highly flexible and scalable data structure and robust integration capabilities.
- 6 AMI Device Management** – Aclara Software's AMI Device Management is a comprehensive software solution designed to serve as the system of record for all AMI device data, while providing cradle-to-grave tracking of device activities. It is the only solution that addresses a utility's device management needs on an enterprise level, supporting the entire organization from the meter shop to the executive suite. The application is tightly integrated with the Aclara MDMS and readily integrates with other systems, such as WMS, through a Service Oriented Architecture.