



## CUSTOMER INFORMATION SYSTEM

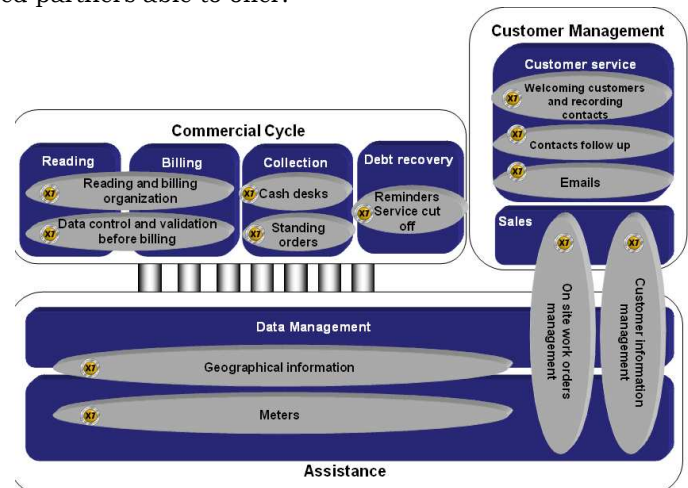
### THE BUSINESS SOLUTION FOR UTILITIES

The utility sector is facing new challenges from **market deregulation** and **globalisation** to **new technologies**. Companies using, distributing, water, electricity, gas need partners able to offer:

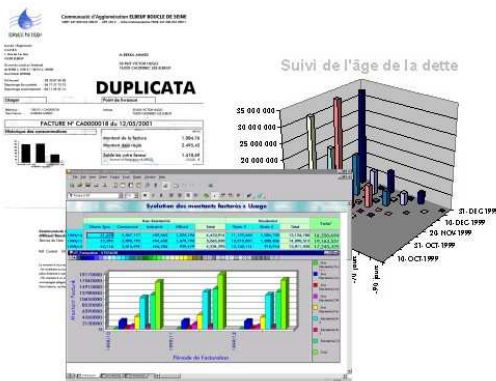
- Business adapted solutions,
- Software Integration expertise.

**X7 is the Customer Information System managing all your business aspects:**

- Reading – billing – collection cycle,
- Customer Relationship Management (commercial and technical processes, claims, service cut-off, mailing...)
- Technical data: meters, site visits, GIS interface...
- Decisional Reporting (accounting, finances, technical) and GIS theme maps.



### THE "CUSTOMER ORIENTATED" SOLUTION



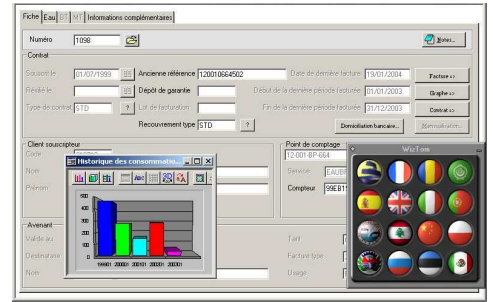
As companies are faced with new challenges to get an edge over their competition and increase their cost-effectiveness, CUSTOMER RELATIONSHIP MANAGEMENT is now a key issue in your company global strategy.

- **X7** provides real-time, quick and easy-to-access customer data and information, be it at the office front-desk, on the telephone, over Internet. Thus your company quickly provides answers to diverse problems, thus ensuring **Customers satisfaction**.
- From issuing customer-related documents (invoice, letters, mail...) to issuing statistics and indicators, **X7** ensures information circulation to your customers as well as to your staff.

## FOR EVOLVING ENVIRONNEMENTS

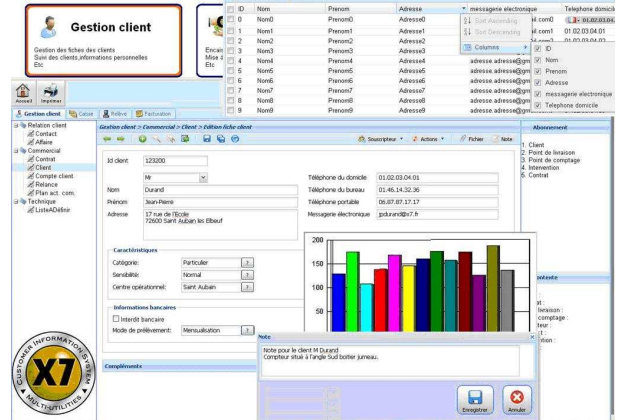
Deregulated markets and renewed competition stresses the importance of the Customer while making billing and debt-recovery rules more complex. X7 can be **adapted to geographical and cultural and legal environments** of any country, through its **extended and uncomplicated parameters module**. X7 is translated in many languages and alphabets. X7 evolves with your company:

- Possibility to management or outsource some features,
- Setting new billing rules, prices
- Integration of new services, business processes adaptation,
- Customer Relationship Management adaptation and evolution



## FROM WINDOWS TO INTERNET

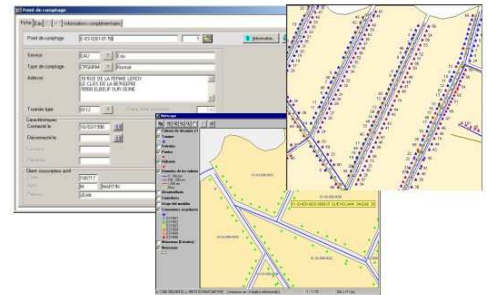
- Based on **standard technologies**, X7 is guaranteed to be compatible with any other tool available on the market, thus making it possible to extend its features and to offer new and original opportunities in information technologies (internet, e-business)
- User-friendly and ergonomic GUI, straightforward menus help new users to quickly and intuitively learn and acquire confidence in their new system.



## IN THE HEART OF YOUR COMPANY INFORMATION SYSTEM

All departments of a utility business are concerned by X7 and its multiple interfaces:

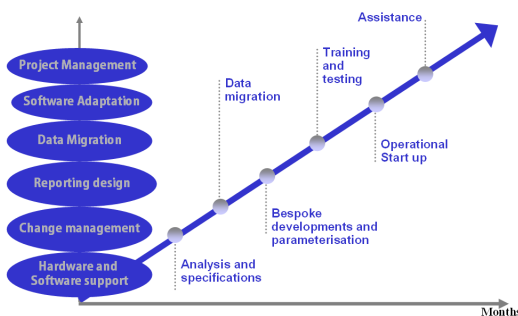
- Accounting Interface,
- Banking system Interface,
- Hand-Held and/or remote meter reading,
- GIS Interface,
- Decisional information system, Datawarehouse
- Site visits management,
- Call centre



X7 makes it possible to retrieve all commercial data and to cross them with technical data (collected from GIS, measurements, models) in order to analyse business procedures and decide on new strategies to set up.

## AT YOUR SIDE THROUGHOUT YOUR PROJECT

A turn-key integration project involving change management



Because we believe that implementing a new customer information system is more just a matter of tools, we accompany you during all 5 phases of X7 integration.

At ever stage, in parallel with IT issues (hardware upgrading, software installation, data migration, parameterisation, reporting development...), **information and training and organization and assistance actions** are taken in order to support **change management**, to **transfer knowledge** and ensure that **future users adhere with the project**.

Through communication and consultation with all major actors in your company, X7 is guaranteed to be **tailor-made** and meet all your requirements.