

Improve operational efficiencies...



Enhance customer acquisition and retention...



Reduce the costs of serving your customers...



Quickly adapt to your changing business environment...



basis2

billing and customer information systems

“basis2 is impressive in many ways, including its **Oracle application design**, its email and bill presentation capability, and the **flexibility and strength of its billing engine**.

Its call center screen allows CSRs a single access point to the majority of all the information they will need to answer customers' calls.

Gary Weseloh, Senior Consultant - TMG Consulting

basis2 will make an exciting impact in the CIS market.”

basis2 completes the Oracle e-business suite

for utilities.

End-to-end transactional automation and daily business intelligence is now delivered from a single database, **one version of the truth**.

Simple & effective

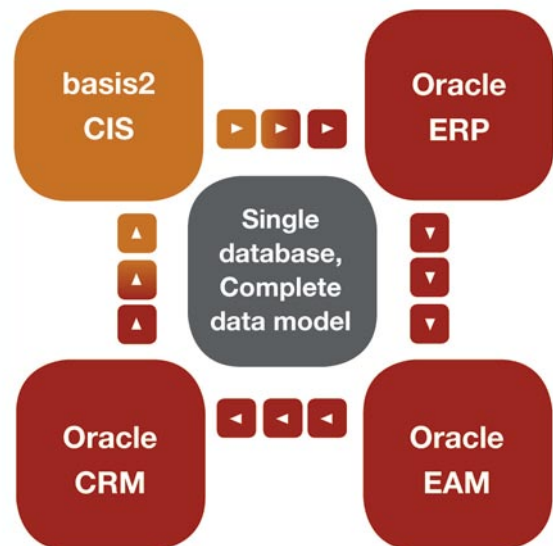
e-business suite for utilities:

basis2 CIS Customer Information System

Oracle ERP Enterprise Resource Planning

Oracle EAM Enterprise Asset Management

Oracle CRM Customer Relationship Management



multi-product browser based **multi-lingual** **self service** multi-currency **adaptable** commercial & industrial **scalable**

The utility industry is under pressure to provide **customer service**, **dynamic products** and **pricing and efficiencies of operation**.

The pressures of competing in a regulated and deregulated market with new business requirements and increasing customer expectations, mean more work is required to attract and retain customers.

The regulated environment must ensure the changing demands of customers are met within tight budgets and regulators requirements. In shareholder owned utilities, customer service and public perception is crucial as the pressure to return gains to shareholders increases.

All utilities must strive to provide better customer service – no matter what environment you are in.

basis2 provides a Web Integration Module (WIM) to allow customer self service.

The screenshot shows a web browser window with the URL 'basis2 Web Interaction Module - Account Snapshot'. The page displays account details for 'John Doe' at '9081 AIRWAY AVE FORT COLLINS CO 80523'. It includes a table of bill history and two bar charts: 'Total Cost' and 'Total Units'.

| SP | Usage | TY Date | Average Amount | LY Date | Average Amount |
|----|-------------|------------|----------------|------------|----------------|
| 1 | Water | 2004-03-01 | 12.5630 | 2003-03-12 | 12.8130 |
| 2 | Storm Water | 2004-02-17 | 8.5263 | 2003-02-23 | 9.9422 |

basis2 improves operational efficiencies

The flexible billing engine

Being highly innovative, basis2 is designed to cater for single and multi-product utilities, allowing simultaneous processing of all products, including consolidation into a single bill. Therefore if you wish to offer new products to your customers, this can be done in minutes and basis2's flexible billing engine immediately supports the change.

The flexible billing engine allows you to process bills anyway you want. You can process a specific supply type (gas), installation type (commercial), group bills

for processing by routes, reading types, locations and include measured and unmeasured billing. basis2 does not impose any restrictions on your billing requirements.

Quickly adapt to your changing business environment

Flexible rate structures

basis2 allows you to determine the structure of the rate the system will use in calculating prices for your customers. Rates can be as simple or as complex as necessary to meet the exact needs of your market and can be changed at any time. Rates can be straight-line or stepped to ensure that all possible charging methods can be addressed.

Multiple bill formats can be used concurrently, so that, for example, in any bill print run each customer account could use a different bill format. Bills may be printed or emailed.

Reduce the costs of serving your customers

Your Customer is the Key

Being a customer centric system, basis2 equips your Customer Service Representatives with everything they need to excel at customer service - providing the correct information, on time, every time. basis2 provides a 360 degree view of your customers through its extensive service desk capability. All aspects of the customers' dealings with your company can be quickly accessed, in support of each customer query.

basis2 will assist in increasing the level of first contact resolution of customer queries, thereby increasing the level of customer service while reducing the cost.

Future Proofed with Oracle

Using the proven e-business development suite from Oracle, basis2 has been developed for today's market, to meet the changing needs of this evolving industry. Utilization of new technologies to address the challenges of internet and intranet deployment is one advantage from which traditional CIS solutions with their aging architecture and development platforms can never benefit. basis2 has been future proofed with Oracle, thereby protecting your CIS investment in the years to come.

Performance

basis2 is a high performance, high integrity system using sophisticated multi-streaming techniques to provide exceptional throughput with complete bullet-proof reliability. basis2 is completely independent of the operating system and totally transportable. It has been developed to operate at peak efficiency on any platform validated for Oracle and Oracle Applications.

basis2 is a scalable, customer centric CIS solution delivering improved operational efficiencies at a lower cost, future proofed with proven technologies for the evolving global utilities market.

basis2

For more information about basis2 visit our website at basis2.com

or send an email to info@basis2.com

