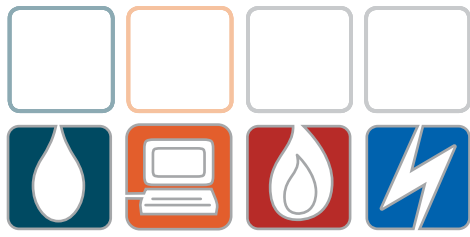




# basis2

Billing and Customer  
Management Solution



# basis2

## The future in CIS for utilities

Excel at customer service

Guarantee accurate billing

Access information from anywhere

All at a lower cost of delivery



**basis2** is the Billing and Customer Management Solution for the world wide utilities industry. It is function-rich and flexible enough for the regulated, transitioning and deregulated markets, allowing companies to successfully compete in this evolving industry.

**basis2** is more than a Customer Information System (CIS), it is a solution that records, manages and reports on the most important activities within your organisation – those involving your customers. Because of the depth of information recorded within the system and the ease at which it can be accessed, **basis2** allows you to provide exceptional customer service at a lower cost of delivery.

**basis2** is designed to cater for single and multi-utility organisations allowing simultaneous processing of all utility products, including consolidation into a

single bill. With web based customer self service access, usage and distribution separation and reporting, **basis2** ensures that vital customer and billing details are always available to support operational and strategic decisions.

The flexibility of **basis2** enables it to be used for any metered or time measured product or service, therefore it is not limited to use only within the utilities industry. It can also be used by organisations such as councils and universities, needing to bill customers for a range of products and services.

**basis2** has been developed in and for the Oracle 9i Application Server technology, the single most commonly used enterprise internet and intranet platform. The Oracle environment was used specifically to capitalise on the power and 'future proofing' capabilities offered by this world leading technology.



## Prophecy International

Prophecy International is a South Australian based multinational that has been developing business software applications and tools since 1980. Prophecy has a strong international presence with its software deployed at more than 850 sites across the globe and offices in Asia, America and the UK.

Prophecy has over 10 years experience in the utilities industry and a comprehensive understanding of the way utility companies work. Our original product – **BASIS**, was developed in 1992 and is

still used by a number of utilities in Australia, Asia and the USA.

**basis2** was developed to enable utilities to succeed in any market, whether its static or evolving, regulated or competitive. **basis2** allows utilities to differentiate themselves on the grounds of customer service and accurate billing, giving customers the convenience of paying one bill which includes all utility products. **basis2** makes it easy for utility companies to succeed in any market.

Customer focused

Multi product billing

Commercial & Industrial

Oracle financials

Browser based

# Core System Components

Flexible

Adaptable

Intuitive

## Customer Service Desk

The most important element of the utility business is the customer. **basis2** equips your Customer Service Officers with everything they need to provide the best possible service to your customers, providing the correct information, on

time, everytime. **basis2** provides a 360 degree view of your customers through its extensive service desk capability. All aspects of the Customer's dealings with your company can be quickly accessed, in preparation for each customer enquiry. Such information includes account and payment details, services, complaints and credit history etc. Every recorded customer interaction can be used to provide superior customer service and design targeted marketing campaigns. **basis2** supports your marketing strategy by delivering on your promises - helping you gain and retain each customer.

Call Maintenance

Call Key: C00004159 Entered: 19-MAR-2003 10:35:27 Updated: 19-MAR-2003 10:35:08

Status: Assigned

Type: ZX\_CUST Customer Complaint

Source: ZX\_PHONE Phone call

Contact: ZX000063 Name: Paul Wiltman Tel/Email: 07 3846 1999

Text: The meter reader left the gate open and my dog ran away.

Reply:

Keys: Works Assign Event Completion Event

Customer: ZX000063 Paul Wiltman

Installation: ZX000073 102 Boundary Road West End Queensland 4101

Account:

Application:

Meter/Work:

Supply:

Special Rdg:

Pay Plan:

Product:

Go To ...

- Consumption History
- Customers
- Incidents
- Installations
- Meters
- Meter Work Orders
- Payment Plans
- Payment Plan Details

*The Call Maintenance screen where details of every customer enquiry is recorded*

## Customers and Installations

**basis2** maintains comprehensive, detailed customer information and a full history of each entity. This means you can track a customer, complete with all their consumption and payment history, through every installation for which they have ever been billed, and across every contact the customer has had with your company. This information empowers your Customer Service Officers to provide fast and effective customer service, no matter what question is asked of them, and also provides a 360 degree view of customers across the organisation.

## Meters and Metering

The many different types of meters used to measure individual customer consumption can be accurately defined in **basis2**. A detailed history of readings from the individual registers on a meter is maintained and used in the estimation of consumption. You can also make this subject to seasonal variation and **basis2** will automatically vary the charge. If metered consumption doesn't suit one of your customers, you can offer an alternative based of an agreed level of consumption.

Regardless of the type of utility, whether single or multiple supply type, the units of measure used to bill consumption to your customers can be defined by you. In addition, there is an automatic conversion facility to convert units from one type to another.

Meter Registers - ZX\_E\_001, ZX\_MT\_E1, Meter Type Electric #1

| Register Number | Reading Order | No. of Dials | Register Type | Register In Use                     |
|-----------------|---------------|--------------|---------------|-------------------------------------|
| 1               | 1             | 6            | Incremental   | <input checked="" type="checkbox"/> |
| 2               | 2             | 6            | Incremental   | <input checked="" type="checkbox"/> |
|                 |               |              |               | <input type="checkbox"/>            |
|                 |               |              |               | <input type="checkbox"/>            |

Register Details Readings Usage Charges Shadow Usage Other Details

Last Reading: 123368 Reading Date/Time: 03-APR-2002 10:22:05

Last Billed Reading: 123368 Reading Date/Time: 03-APR-2002 10:22:05

Last Real Billed Reading: 123368 Reading Date/Time: 03-APR-2002 10:22:05

Unbilled Consumption: 0

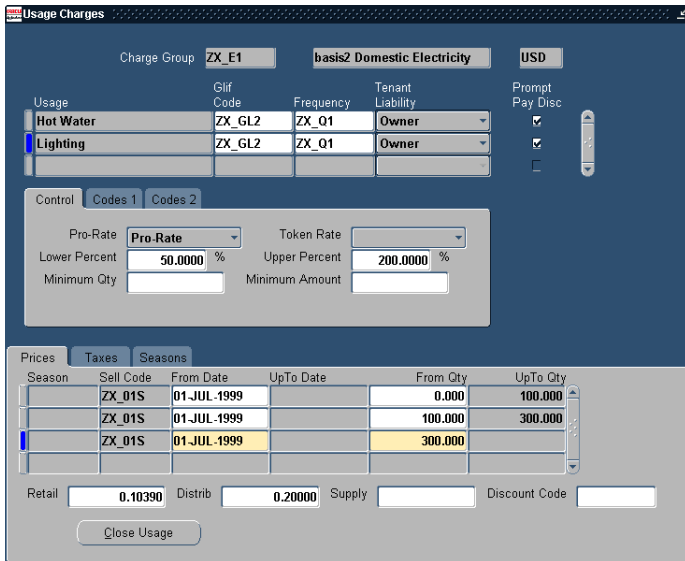
Estimates Count: 0

Total Estimated Consumption: 0

Estimation Method: ZX\_STLIN basis2 Straight Line

Customer Own Reading Count: 0

*The Meter Registers screen showing the readings for each meter*



The Usage Charges screen

## Revenue Collection

basis2 will accept any type of payment method that you are prepared to accept and can define. For cheque and direct debit payments, a single customer bank account can pay multiple basis2 accounts and a single customer can pay multiple basis2 accounts from multiple bank accounts. Multiple payment methods can also be combined to pay one bill.

All of your customers have an associated payment profile that defines all of the payment information about them. It defines the precise combination of all the things that you want applied to a specific customer and account combination for payment. It allows you to specify different profiles for different supply types or you can specify different profiles for different customer types. basis2 gives you the benefits of complete flexibility in the way you control your customer debt.

## Billing Engine

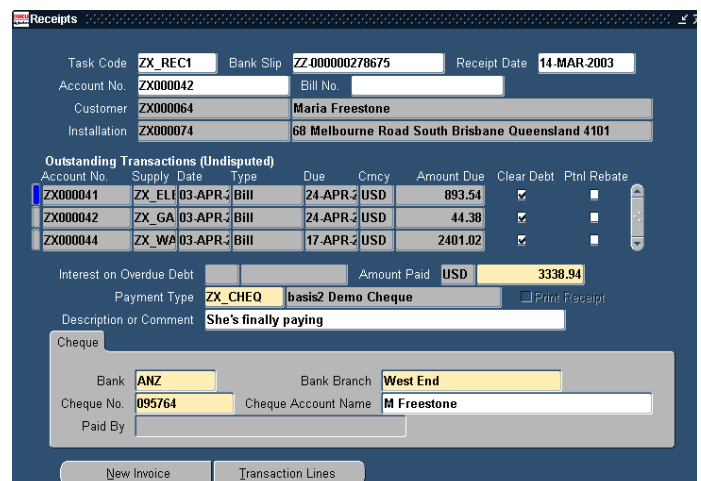
The basis2 billing engine has been specifically designed to provide the highest performance necessary to process the high transaction volumes prevalent in the utilities industry. It employs sophisticated multi-stream processing techniques together with low-level restart facilities to ensure high throughput with absolute reliability.

The basis2 billing engine gives you the flexibility to process your bills any way you want. You can process a specific supply type (gas), a particular installation type (commercial customers), group bills for processing by rounds, reading types and locations. basis2 does not impose any restrictions on your billing requirements, giving you the choice to bill what you want, when you want.

## Pricing and Tariffs

basis2 allows you to determine the structure of the tariffs the system will use in calculating prices for your customers. You can also make this subject to seasonal variation and basis2 will automatically vary the charge. Tariffs can be as simple or as complex as necessary to meet the exact needs of your specific market. You can also change tariffs quickly and easily without the need for specialist help. Tariffs can be straight lined or stepped to ensure that all possible charging methods can be addressed.

If you operate in a multi-tier environment you can construct tariffs using separate Retail, Distribution and Supply components. Therefore, if an individual component changes, this change automatically flows through to every affected tariff.



The Receipts screen showing a paid bill



# Core System Components

## Technical Architecture

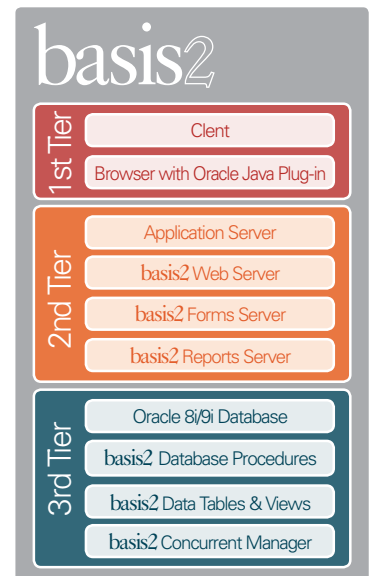
**basis2** has been developed entirely in and for the Oracle environment using the Oracle Designer and Oracle Developer toolkit for ease of support and enhancement. It is not a conversion of a legacy system - it is a completely new design.

**basis2** has a direct, online, Oracle approved and certified interface to the Oracle Financials General Ledger system and also provides facilities for interfacing to other financial management systems.

**basis2** has been designed as a high performance, high integrity system which conforms to 3-Tier Architecture conventions. Therefore, **basis2** will operate on any platform validated for Oracle applications.

Because **basis2** is browser based, your staff can access

the system from any computer – anywhere. **basis2** can be run internally on your intranet or externally via the internet. This ensures your staff can access vital information whenever they need it. This also eliminates the frustrations of uploading the software onto individual computer terminals and enables customers to access their details on demand.



## Choose a Complete Solution, Not Just Software.

### The Complete Solution

When you choose **basis2**, you are not just choosing a technically advanced billing and customer management system – you are choosing a complete solution. This includes our service team working with your staff to devise the implementation and training program that best suits your organisation.

In addition, operational issues such as how your customers will access their information, what tariff options are offered and how customers will pay, will be discussed and agreed. We provide the best practice knowledge gained from working with other leading utilities to assist you in implementing the processes that best suits your organisation.



The in-built flexibility of **basis2** allows it to be used by multiple utilities to service multiple customers. This eliminates the inefficiencies of working with more than one billing system and makes it easy for you to excel at customer service.

# basis2 allows you to achieve your goals today, why wait for tomorrow?

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## Want more Information?

To find out more about Prophecy International and **basis2**, visit our websites or contact our team at these office locations.

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