Elevate your customer experience to the cloud.

Upgrade to a platform that meets your needs today, and far, far into the future.

Looking for a better way to satisfy changing customer expectations? VertexOne makes it easy to enhance or upgrade your current CIS with industry-leading SAP® technology.

Our affordable, cloud-based solutions give you everything you need to create happier utility customers, including the power of advanced multichannel capabilities, and embedded speech and predictive analytics.

Vertex has more than 20 years of experience in hosting and managing CIS technology for utilities. Our affordable solutions can be implemented quickly and with less risk, allowing you to keep focused on your core business of serving customers, while also giving you the tools to exceed their expectations. Whether you're looking to replace an aging CIS, or upgrade the capabilities of your current CIS, VertexOne makes it easy and affordable.

VertexOne is a portfolio of hosted and managed solutions that help utilities improve customer experience and enhance their operations. With VertexOne:

- Your customers will have a consistently high quality, tailored experience across multiple channels.

- Your utility will be empowered to measure and drive customer experience against J.D. Power indexes, and to consistently deliver regulatory energy efficiency programs and initiatives.

- Your utility will have the tools it needs to listen to the voice of your customer and respond to it more effectively, maximizing customer loyalty and retention.

- You can integrate AMI and provide multi-service, multi-jurisdictional and flexible billing without waiting for your IT team to clear their project calendars for the next two years.

- Your technology will always be up-to-date with built-in upgrades that are part of your predictable monthly cost.

VertexOne is a technology breakthrough for the utility industry. Now you don't have to wait any longer for a world-class customer experience solution, and neither do your customers.

Faster. Simpler. Smarter. Cheaper. Pick four.

With VertexOne, you'll benefit from the industry's leading software and technology at about half the time and cost of a typical software implementation. We've built in business processes that are based on years of experience with utility customers across North America, so you get proven solutions you can trust to transform your customer experience. Plus, VertexOne is delivered as a service, enabling you to bypass the complexities of managing it yourself and stay focused on your customers.

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For many utilities, the benefits of VertexOne far outweigh the challenges of traditional implementations, including:

- **Speed** — A migration instead of an implementation cuts the time required to improve customer experience in half
- **Agility** — Respond rapidly to growing customer numbers, transaction volumes and acquisitions
- **New Technology** — Leverage new technologies including in-memory databases and speech analytics
- **Insight** — Optimize your business processes with a suite of operational and advanced analytics from day one
- **Progress** — Take advantage of new features and functions developed specifically for utility customer experience
- **Benchmark** — Measure your performance against that of your industry peers
- **Cost** — Lower your costs compared to a conventional implementation
- **Risk** — Reduce your risk with proven customer experience processes

VertexOne is the fastest and most cost-effective way for a utility to improve customer service and satisfy ever-changing regulatory requirements. Our customer experience platform gives you the ability to replace your current CIS, or simply add new features in a modular fashion to enhance customer experience and operations.

VertexOne solutions include:

- Cloud CIS and CRM
- Cloud ERP and EAM
- Web and Mobile Self-Service

- Bill Print, Presentment and Payment Services
- Reporting and Advanced Analytics

No matter how you deploy it, VertexOne makes it easy to take your customer experience to the next level.

VertexOne Cloud CIS

Finally, a customer service platform that changes with the times, and your needs.

Imagine a CIS that delivers business agility and all the functionality you need. Now you can have the best of both worlds without a time-consuming and costly implementation.

VertexOne is built on the market-leading SAP Customer Relationship Management and Billing for Utilities package, and integrated with industry-leading 3rd party technologies. As North America's market leader in customer experience management services for utilities, Vertex developed customer experience processes that have been proven over more than a decade of serving our clients. Our proprietary customer experience processes are built into VertexOne, ensuring the best outcomes for utilities and their customers.

VertexOne Cloud CIS includes:

- Customer Relationship Management
- Move In, Move Out and Transfer
- Service Management

- Rates and Billing
- Customer Financial Management
- Credit and Collections

VertexOne Cloud ERP and EAM Solutions

Get the real-time information and transparency you need to strategically manage your resources.

VertexOne makes it easier to optimize your business operations and asset management capabilities with our Cloud ERP and EAM solutions. Built on industry-leading SAP S/4HANA digital technology, our ERP and EAM solutions seamlessly integrate with our Cloud CIS, eliminating the need for risk-laden custom interfaces. With Cloud CIS, ERP and EAM working together with VertexOne support and hosting services, you'll have more time to focus on finding new opportunities for your utility.

Cloud ERP provides the clear, real-time picture of your utility's business operations you need to optimize performance and reduce risks. It enables you to make better strategic decisions, prepare defensible reports to justify a rate change, and automate processes to maximize your efficiency.

Cloud EAM helps ensure your utility is compliant by providing accurate, auditable real-time data about your infrastructure. It automatically ties together all the data you need to make planning decisions and prioritize projects to ensure the most important jobs are completed first.

VertexOne Web & Mobile Self-Service

Upgrade customers to happier with anytime, anywhere self-service.

VertexOne Web & Mobile Self-Service allows utility customers to self-serve via a website, a website on a mobile device, and a mobile application. The solution:

- Integrates with leading CIS platforms including SAP, eCIS, Banner and Enlogix
- Has pre-built functionality that lets customers perform basic tasks including checking their account balance, making a payment and requesting service
- Allows customers to view consumption and billing history, sign up for paperless billing, enter into a payment arrangement, enroll in autopay, and register for proactive alerts and notifications

VertexOne Bill Print, Presentment, and Payment Services

Your customers have strong preferences. Why not let them choose how they want to be billed?

Your customers may not exactly look forward to receiving their utility bills. But with VertexOne, you can give them the power to choose how they receive their bills. We make it easy to ensure your bills are concise, informative, comply with regulatory requirements, and offer a range of convenient payment options.

VertexOne Bill Print, Presentment and Payment Services include:

- **Bill Print** — Compose, print and distribute your bills, statements, invoices and letters
- **Paperless Billing** — Give customers the option of receiving electronic bills, which reduces costs and conserves resources
- **Payments** — Offer customers more convenient ways to pay and manage payments through multiple channels

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VertexOne Predictive and Speech Analytics

Treat your customers like the individuals they are.

Imagine knowing what your customers want, even before they do. With predictive analytics, you'll be able to offer your customers the products and services they're most interested in, tailor your communications to be more effective, and get the most from each conversation. Targeting the right offer to the right person at the right time can make all the difference to your customers, and to your bottom line.

VertexOne Predictive and Speech Analytics capabilities help utilities:

- Drive enrollment in energy efficiency programs
- Increase adoption of self-service
- Accelerate sign-up for paperless billing
- Reduce DSO and bad debt
- Reduce handle time and increase first call resolution
- Increase market share through customer acquisition
- Retain existing customers

Meet a few of the utilities we've upgraded to happier.

Why should my utility migrate to VertexOne?

The VertexOne cloud-based customer experience solution delivers a world-class customer experience quickly, and with less risk and cost than you ever thought possible.

VertexOne gives you the flexibility to replace your current CIS, or simply add new features to enhance your customer experience and operations.

When you migrate to VertexOne, you benefit from leading software and business processes that are already being used to manage nearly 9 million utility customers. We built our business by ensuring our customers' success—with no surprises. You can count on us to keep your systems running and up-to-date, giving you and your IT team the freedom to focus on your customers.

No matter how you deploy it, VertexOne makes it easy to upgrade your customers to happier.

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