

The Top 5 Reasons to Move to the Cloud: Why a cloud CIS like VertexOne will keep you and your customers happier



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THE TOP 5 REASONS TO MOVE TO THE CLOUD: WHY A CLOUD CIS LIKE VERTEXONE WILL KEEP YOU AND YOUR CUSTOMERS HAPPIER

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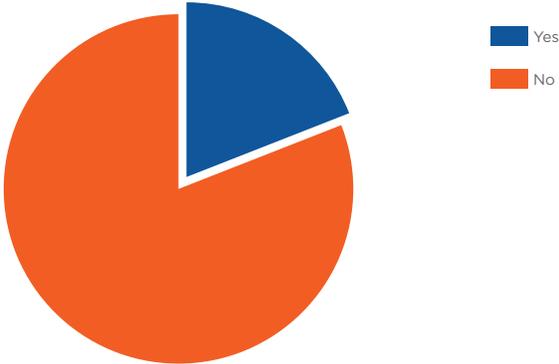
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1. CURRENT TECHNOLOGY

If you're not happy with your ability to keep your CIS up to date, you're not alone.

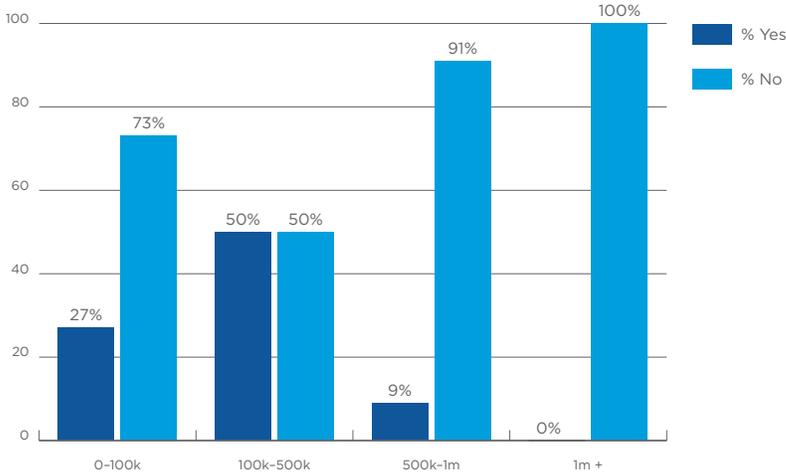
Satisfaction with Current CIS



According to a recent RIM Solutions survey, fewer than 25% of respondents are completely satisfied with the ease of updating their current CIS.

Fewer than 25% of respondents to a recent RIM Solutions survey were completely satisfied with their ability to keep their current CIS up to speed. In fact, our research shows that the larger the utility, the more concerned they are.

Satisfaction with Ability of CIS to Stay Current



of customers served by utility

Moving to the cloud with VertexOne has many advantages over managing your own CIS on premise. Because an expert partner is responsible for maintaining the technology, you'll always have the latest updates and the support you need, freeing you up to focus on your business.

Your CIS will always be cutting edge because upgrades are built right into the SaaS model. You'll be able to take advantage of the latest technologies—like SAP HANA® in-memory computing—without having to invest in the staff and resources necessary to implement these advancements on your own.

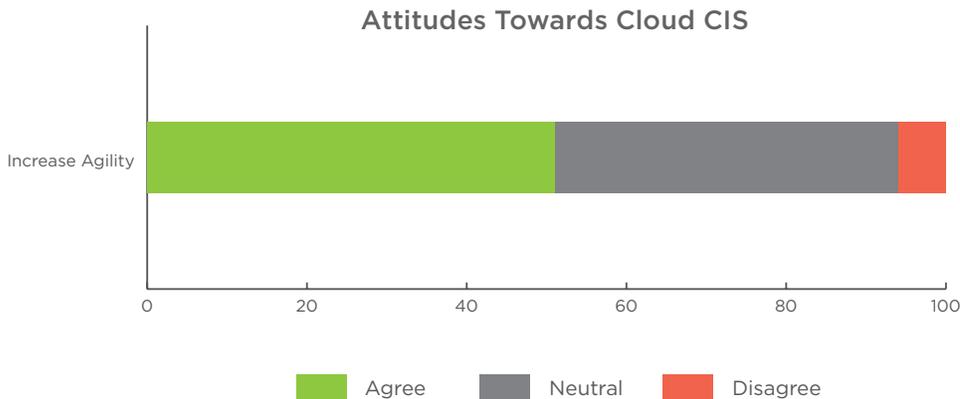
Because your CIS is managed for you, on top of the latest IT stack, your hardware and software will be kept up to date without you having to do a thing.



Why does that matter? Because when technology isn't kept up to date, utilities can be left on their own without support. If you're trying to keep systems like Banner CIS or Accenture's Customer/1 operational, or struggling to scale and adapt homegrown solutions when new components won't work off the shelf, you're probably spending valuable time and money just to stay afloat.

2. BUSINESS AGILITY

You know that the utility industry is changing faster than ever before. How do you adapt your business to this increasingly dynamic environment and ensure it can thrive no matter what the future brings over the next 15 to 20 years?



According to a RIM Solutions survey, 50% of utilities surveyed agreed that cloud technology would help them increase their business agility.

For most utilities, the answer is the cloud. In fact, more than 10 times as many utilities agree than disagree that the cloud can help them increase agility.



Adopting a cloud CIS that’s built to work with mission-critical technology like AMI, GIS and OMS, as well as industry-leading enhancements like multichannel communication, and predictive and speech analytics, means that adding new features and functions is fast and easy. And with the SAP platform at the core of our SaaS CIS, you’ll have access to thousands of vendors already connected into the SAP ecosystem.

It’s important to note that significant R&D investments are being made by SAP and VertexOne in new capabilities that have the unique needs of utilities at their core. You can rest assured that you’ll be supported for the long term when you choose VertexOne.

Not only will VertexOne keep you up to date, we also promise two platform releases a year. That’s like getting a better CIS every 6 months! When you partner with VertexOne, we’ll share our product roadmap with you so you can make sure your business is ready to take full advantage of the enhancements coming down the pipeline.

VertexOne Product Roadmap

Area	Recent	Planned	Future Direction
SAP for Utilities	Multichannel Foundation, HANA Live Reporting, and Enhanced AMI Integration	Enhanced Multichannel Foundation, Cloud for Customers, and Enhanced Asset Operations Management	Enhanced IoT Awareness and Integration, Sustainability Reporting, Predictive Sales Analysis
VertexOne	Fast Text Search for Customer and Premise, Speech Analytics, and Agent Advantage	Rate Modelling and Analytics, ERP for Utilities (Finance, HR, EAM), and Multichannel Analytics	Predictive Analytic (Propensity to Fail), SAP/S4 HANA Simple Finance, and Collection Strategies (Champion-Challenger)
Web & Mobile Self-Service	Content Management, Easy Enroll Agent Assist, and Enhanced Monitoring & Analytics	Landlord Portal, Push Notifications to Mobile Devices, Payment Arrangements, and Budget Billing	MDMS Integration, OMS Integration, and Consumption Comparisons with Weather Overlay

Get a free copy of the RIM Solutions research report *Priorities and Challenges in Customer Experience: Impact on the Utility CIS*. http://hubs.ly/H03_YQFO

3. SCALABILITY

When you think about scalability of a new CIS solution, it's important to think about how all of the pieces work together to avoid break points and provide the flexibility you need. Leveraging the cloud allows you to achieve both goals, but to truly scale, the system you are implementing needs to work flawlessly from top to bottom.



The cloud: Purpose built to scale

One of the key benefits of cloud computing is its scalability. The cloud enables your utility to react faster to business needs, increasing or decreasing your IT requirements as required, without expensive changes to your IT systems and the team members needed to support those changes.

Built on SAP, a foundation for growth

VertexOne combines the cloud's flexibility and scalability with the industry's leading CIS platform, SAP. With its ability to support utilities ranging from 30K to 30M customers, SAP has you covered, no matter your size or scope. Case in point: EDF—a French utility—is SAP's largest site in production, and has 30M customers, with a batch cycle size of 700,000 bills.

Running on SAP HANA for less complexity, faster results

VertexOne not only delivers the capabilities of the cloud with the power of SAP, it also leverages the advanced technology of SAP HANA. This in-memory database and application platform helps you reduce IT complexity by taking care of the requirements that would be served by numerous layers in other application platforms, including transactional databases, reporting databases, integration layers, search, predictive and web. And because HANA lessens complexity, it can reduce the database footprint by 95%. Everything is calculated on demand in main memory.



As anyone who has updated their IT stack knows, the fewer the pieces, the easier it is to scale without break points. Which is another reason why VertexOne is the solution for utilities that are focused on growth and customer service. With its ability to drive

Read our eBook *3 Reasons the Cloud Presents a Better Way to Improve Utility Customer Service* to learn how cloud scalability can reduce CIS implementation timelines to help you improve service sooner. <http://hubs.ly/H047CQt0>

transactions and do real-time analytics on the same platform, you avoid the need for external databases that have to be rethought and reconnected. Instead of spending valuable time connecting the pieces, you can focus on connecting the dots in ways that make your customers happier and keep your business growing.

4. EXPERT TECHNOLOGY STAFF AND SUPPORT

When you shift your CIS to the cloud and let someone else handle day-to-day management, your options open up from a staffing standpoint. Instead of hiring and maintaining a staff of full-time IT specialists, VertexOne will provide you with easy, as-needed access to a team of skilled technology experts who will make sure everything is working smoothly and performing at the level you and your customers demand.

“Bear in mind that a utility employee is unlikely to be as efficient or effective as a technical consultant from a third party; nor is their organization flexible enough to deal with the peaks and troughs they may experience managing a live application or unanticipated resignations and retirements.”

- Tim Almond, Executive Vice President, TMG

Your staff will be able to focus on delivering high-quality service to your customers, while our technology expertise and personnel will cover all facets of IT management, ensuring everything connects correctly and operates flawlessly.

With VertexOne, customers have access to a team of technology experts to ensure and enhance system performance.

Management	Architects	Technical Resources	Functional Resources
Service Delivery Manager Disaster Recovery Manager	Technical Architect Solution Architect	Network Engineer Infrastructure Engineer Basics & Security Developers Integration Reporting & Analytics Web & Mobile Self-Service	Device Management Billing Customer Service Customer Accounting

As part of your cloud CIS agreement, your service levels are guaranteed, so you can be confident that your business will be up and running, even when you're no longer running the day-to-day IT.



Read how one Florida utility has managed to scale success without scaling internal resources.
http://hubs.ly/H03_YR70

5. PREDICTABLE TOTAL COST OF OWNERSHIP (TCO)

Traditionally, total cost of ownership has focused primarily on the implementation of a new CIS. But implementation is only a part of the true cost of ownership. How do you factor in upgrades to hardware and software? Disaster recovery solutions? The addition of new features and functionality? Often these items come into view as surprises after implementation and dramatically change what your TCO truly is. However, a fully hosted and managed CIS allows you to take advantage of subscription-based pricing, which provides a predictable total cost of ownership during implementation and over the lifetime of the CIS.

With VertexOne, you'll be 100% confident in what you will spend over the next 10 to 15 years running your CIS. With built-in upgrades and management of the IT stack, you'll be able to avoid the expenses of hiring additional talent and upgrading aging software and hardware while knowing exactly what you are getting in return. The end result is that your utility can scale the platform easily to meet your changing needs, run your business knowing your service levels are guaranteed and confidently invest in other areas of your business to drive growth with no unexpected costs.

SUMMARY

There are many reasons why more utilities are considering migrating to SaaS solutions like VertexOne. They see the benefits of leveraging a private cloud CIS built on an industry-leading SAP platform that makes it easy to rapidly respond to business changes, and scale up or down to meet new requirements. SaaS also provides the predictability and flexibility they need to run their businesses without the surprises traditional CIS implementations usually involve. VertexOne provides easy access to a team of skilled technology experts who will make sure everything is working smoothly and performing at the level utility customers demand. And year after year, you can count on guaranteed service levels and a predictable total cost of ownership. The end result is happier utilities, and happier utility customers.

ABOUT VERTEX

Dedicated solely to the utilities industry, Vertex has been hosting and managing CISs for utilities for 20 years. A recognized leader in customer experience, Vertex serves more than 30 million customers for 50 electric, gas and water clients across North America. Through a wide range of innovative services and solutions—from the VertexOne Software as a Service platform, to consulting and analytics, to BPO and customer experience outsourcing—Vertex helps utilities more efficiently deliver a compelling customer experience.

To learn more about future-proofing your utility CIS, call us at 214.576.1000 or visit us at www.VertexOne.net





For more information on all the different ways VertexOne can upgrade your customers to happier, visit VertexOne.net

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