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

Today's digitally savvy customers want more control over when and how they communicate with their utilities. They want to serve themselves and interact with you at their convenience. Now you can meet their expectations and deliver a world-class mobile and web self-service experience. With VertexOne Web & Mobile Self-Service, you can quickly and easily increase the efficiency of your operations, and create happier customers with every interaction.

How does it work?

VertexOne Web & Mobile Self-Service is a cloud-based platform that allows utility customers to self-serve via a website, a website on a mobile device, and a mobile application.

- Integrates with leading CIS platforms including SAP, eCIS, Banner and Enlogix

- Pre-built functionality lets customers perform basic tasks including checking their account balance, making a payment and requesting service

- Additional functionality enables 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

- Is pre-integrated with the leading online payment providers

- Makes it easy for call center agents to enroll customers in self-service and support them through proxy login capabilities

- Vertex hosts and manages the platform, and provides a predictable total cost of ownership and guaranteed service levels

- Comes with a roadmap of new features and functions, including landlord portal, mobile push notifications, move-in and move-out, and enhanced usage reporting and analytics
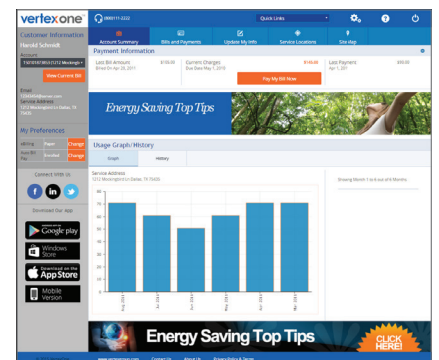
Pre-built templates provide customers with an overview of their account at log-in, with single-click access to the most common customer service requests.

vertexone™

UPGRADE TO HAPPIER.

What's in it for your utility?

- Happy customers, who are able to serve themselves on their own terms

- Empowered customers, who can manage their bills, monitor consumption information, and sign up for energy efficiency and conservation programs

- Lower cost-to-serve as a result of reduced call volumes, which can save approximately $5 per call

- Reduced billing costs due to paperless billing, which can save over $6 per customer a year

- Reduced DSO and bad debts, driven by customers receiving timely payment reminders, easy enrollment in autopay and convenient online payment options

- Current technology, reliable 24/7 support, and no IT budget suprises

What are you waiting for?

Now all utilities can offer the anytime, anywhere self-service experience today's customers expect. With VertexOne Web & Mobile Self-Service, your utility can start creating happier customers, and see more operational savings, faster and easier than ever before. To see what VertexOne can do for your utility, call or email us today.

CONTACT US

CHIRAG SHAH
Director, Applied Analytics
chirag.shah@vertexgroup.com
847-903-9864

vertexone.net

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