



A World Class Customer Management Solution

Supporting the future of utilities



minsait ACS

An Indra company

www.acspower.com

Utilities going through digital transformation are facing multiple challenges

Onesait Utilities Customers: a solution driven by innovation and built on 30+ years of experience

Utilities are looking for cost-effective, intelligent and innovative technologies to drive efficiency, to deliver products and services safely and reliably, while providing excellence in customer service.

Today's digitally savvy consumers and the increasing number of prosumers demand instant access to information and expect proactive customer service.

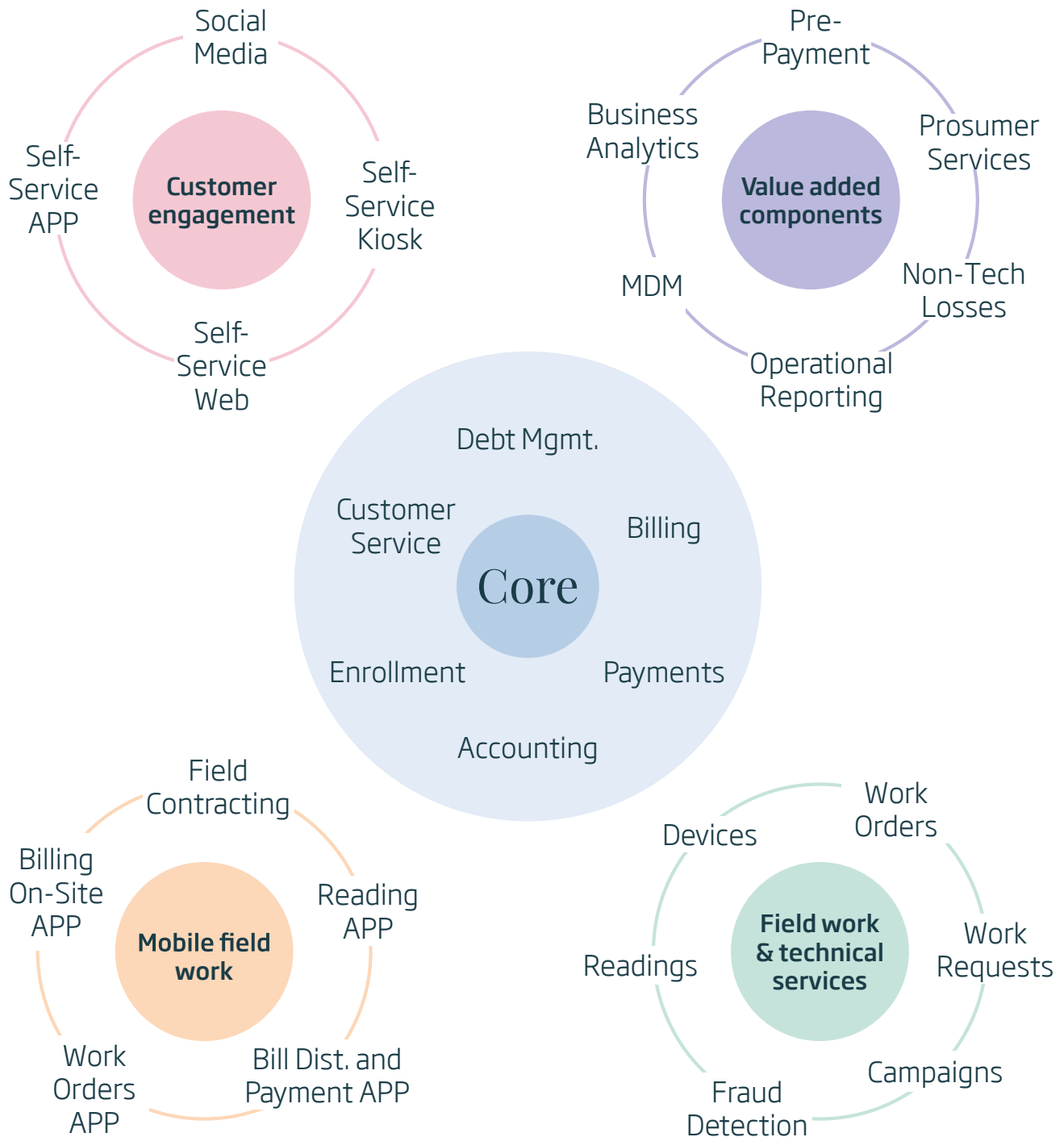
30+
years

90+
utilities

110M+
bills calculated
every Month

Onesait Customers is Minsait ACS' response to the challenge: a powerful CIS solution that supports customer engagement and the meter-to-cash business processes of electric, gas, and water utilities of all sizes

Specially designed for utilities with a customer-centric approach



Robust, complete and modular Enterprise Class Application for utilities

A modern digital customer journey based on an omni-channel approach

From empowering customer service reps by providing highly configurable workflows; to powerful apps for field personnel and customers, as well as Prosumer Services and customizable dashboards, Onesait Customers provides utilities multiple functional components to choose from according to their needs.

Onesait Customers is an integrated solution for prepaid and postpaid customers providing the necessary customer channels, functionality, technology and protocols required to interact with prepaid meters.

The underlying modular architecture is a key differentiator that allows to quickly adapt to the fast-changing industry with a solution that can be deployed on premise or any cloud. It also offers plenty of API's capabilities and an easy integration with third-party vendors.

Onesait Platform

Onesait's technological platform provides the foundation for utilities to build their own solutions in a solid and agile way using open source technologies, a flexible architecture and an innovative approach.

Prosumer Services Meter Data Management

Complementing the core business components, Onesait Customers encompasses new disruptive energy value propositions on top of Onesait Platform as a business case accelerator. It includes distributed intelligence that provides real-time capabilities to integrate meter data management, as well as consumers and the injection into the grid of the surplus energy they generate.



Benefits



Increase customer satisfaction by 30%

Digital transformation and technology-savvy consumers are forcing utilities to find innovative technologies. Onesait Customers shows consumers and prosumers relevant and timely information 24x7, delivering a unique and personalized CX.



Increase collection rate by 60%

Manual processes and lack of system agility and flexibility hinder revenue management tasks. State-of-the-art features and capabilities in Onesait Customers automates the debt-management process, speeding up cash recovering efforts.



Improve corporate image by 11%

Many interactions with utilities lead to disappointment due to outdated or inadequate self-service options. The customer-centric approach in Onesait Customers improves customer experience on a continuous basis.



Reduce meter-to-cash cycle by 4 days

Multiple manual interventions and not streamlined meter-to-cash revenue processes add up days to DSO. Onesait Customers automates reading, billing and invoicing processes with speed and accuracy, accelerating cash flow.



Lower operating costs by 19%

Utilities can benefit from cost-effective applications to run operations efficiently. Onesait Customers improves user productivity with new UX, features, and capabilities, empowering service reps and field personnel through powerful workflows and mobile apps.



Decrease customer calls by 25%

To redirect resources to other areas, Onesait Customers provides a comprehensive set of configurable controls at every step of the meter-to-cash cycle, reducing customer complaints, calls and the overall number of interactions with the utility.

Onesait Utilities References

Managing core business processes in 500+ utilities



Onesait Customers

90+ successful implementations

Electricity

AEDC
AGUA DE PUEBLA
AGUA Y DRENAJE
DE MONTERREY
ANDE
AYA
CAESS
CONECTA
DELSUR
DISSNORTE

Gas

DISSUR
ECG
EDECHI
EDEESTE
EDELAP
EDELAR
EDEMET
EDEMESA
EDEN
EDENORTE

Water

EDES
EDESA
EDESAL
EDESUR
EDH
EDM
EEH
ELECTRICARIBE
ELECTRODUNAS
ENEQ

Stormwater

ENERGUATE
ENERSA
EPSA
ESCOM
EWA
GALP
GECOL
KENIA POWER
KRG
MERALCO

Multi-Utility

NATURGY
NEDGIA
OSE
PREMIER ENERGY
SEDAPAL
SEGESA
UMEME
ZESCO
ZETDC



Testimonial

“

In the past four years ElectroDunas has become the best electric distribution company in Peru due to the delivery of high-quality service, therefore obtaining the best global SAIFI and SAIDI indicators in the medium voltage network. An important milestone that was achieved by the effort of all employees, meeting the objectives set by senior management and relying on the most advanced information systems. Those systems have enabled and facilitated the transformation, optimization and achievement of efficiencies in the meter-to-cash operations.”

Eduardo Miranda
IT Manager, Electro Dunas



ElectroDunas

More than 30 years of establishing long-lasting relationships with our clients: our innovation partners and our best advocates



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Not valid as a contractual item.