



Utility Billing Web Module

With a deregulated market it has become necessary for utilities to have the ability to provide their customers online access to their personal account information through the Web.

With the Utility Billing Web Module, you will have the capability to offer your clients browser based access to their own personal account information. Personal account information from the Classic system will be displayed on the Web in real-time access to ensure your clients retrieve up-to-the-minute information. Currently, the web module offers the following personal account information features:

- Name and address
- Account balance
- Most current bill information
- Consumption history with graphical display options

Browser Access

Web access to account information offers Classic end users the flexibility of accessing their account information 24 hours a day, 7 days a week. Web access results in opportunities for better customer relations including ability to broaden customer services, decrease CSR time - provides self-service capability replacing a telephone call, collects customer provided information, lets customers enroll for many services, and educates customers about efficient energy usage.

Real-Time Access

Real-time means no batch processing is required, so as soon as changes are made within the Classic Software Suite, the updates are made to the Web Enablement Module instantaneously.

High-Level Security

Accessing personal account information over the Internet requires a valid username and password. Username and password generation can be completed on the Web and requires a valid account number and customer number.

Additional security is provided by Router and Firewall software to establish a secure end-to-end tunnel that supports IKE, DES, DES3 or IPSEC.

The Avenir Total Solution

The Utility Billing Web Module solution includes the software module, server hardware configured with Windows 2000, installation and training. We've streamlined the process to ensure accurate and fast implementation, as well as reducing your administrative time and costs.

Features

Browser Access: Online browser based access through the Internet to personal account information.

Real-Time Access: True, up-to-date information allows your clients to have access to their account information 24 hours a day, ensuring 100% accuracy. Accurate and readily available information results in minimized support calls and improves customer relations.

High-Level Security: Network standards are established to ensure the framework provides security for online transactions. Secure access is required for all menus and menu options

For More Information

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