

# UTILITIES BILLING & REVENUE

## How to Boost Revenue & Customer Care



## Product Overview

# UTILITIES BILLING & REVENUE

**Purpose-built Solution to Boost Revenue & Customer Care**

## BOOST REVENUE & SATISFCTION

Utility Billing and Revenue (UBR) is a purpose-built solution designed to help CFOs, Financial Controllers, CIOs and IT Managers of Australian providers of power, gas and water.

Instead of struggling with manual meter reading and bill calculations, slow and inaccurate billing and low returns per meter, UBR lets you automate your processes and tailor offers to each customer.

For senior Utilities executives, this means faster billing, higher customer satisfaction and higher returns per meter.

## USE PROVEN FRAMEWORKS

UBR is built on Oracle's Utilities Customer Care and Billing platform, designed for utility providers.

Oracle provides the framework and UBR provides the specific functionality and granularity for senior Finance and IT executives to streamline your processes, enhance customer service and cut costs.

## BOOST INSIGHT & EFFICIENCY

UBR provides the insights, processes and tools to enable efficient billing and enhanced customer care, through:

- Automated meter readings and bill calculations that are accurate and fast.
- A real-time, 360° view of each customer's contract and payment history.
- Customer self-service which is faster and more accurate for you, and more satisfying for them.
- Higher returns from your existing investment in meters.



It was clear to me that ITANZ knows a lot about utilities.

Their solution helps us run the operation better by getting rid of all that irritating time-wasting and double-handling.

**Irfan Zafar, Senior General Manager, Gas Utility**

## CALCULATE THE BENEFITS

For senior Utilities executives, UBR enables:

- Faster, more accurate generation of customer bills.
- More rapid bill payment, collection and recovery.
- More efficient task scheduling and work management.
- Faster complaint resolution through centralised management and automated task scheduling.
- Greater insight into customer trends, crew activities, down times, and errors and causes through advanced analytics.
- Ability to tailor packages to individual customers based on accurate, complete records.



“ We were impressed that UBR came with everything we needed, with just minor tweaks before implementation. Having business users able to run UBR in-house makes it future-proof too, a real benefit.”

**Irfan Zafar, Senior General Manager, Gas Utility**



## CHOOSE WHAT YOU NEED

UBR’s pre-built modules support these vital processes in billing, payment and customer care management for utility providers:

- Meter to cash – automation of processes from meter read, validation and estimation to event management, aggregation and usage management, to billing, payment adjustment, outstanding amounts and exception management.
- Customer Care – automation of processes from new connection registration to general requests and amendments, to complaints, advance, instalment and budget billing.
- Financial – automation of customer account management, chart of accounts, remittances, reconciliations, reporting and synchronisation.

## LEVERAGE DEEP EXPERIENCE

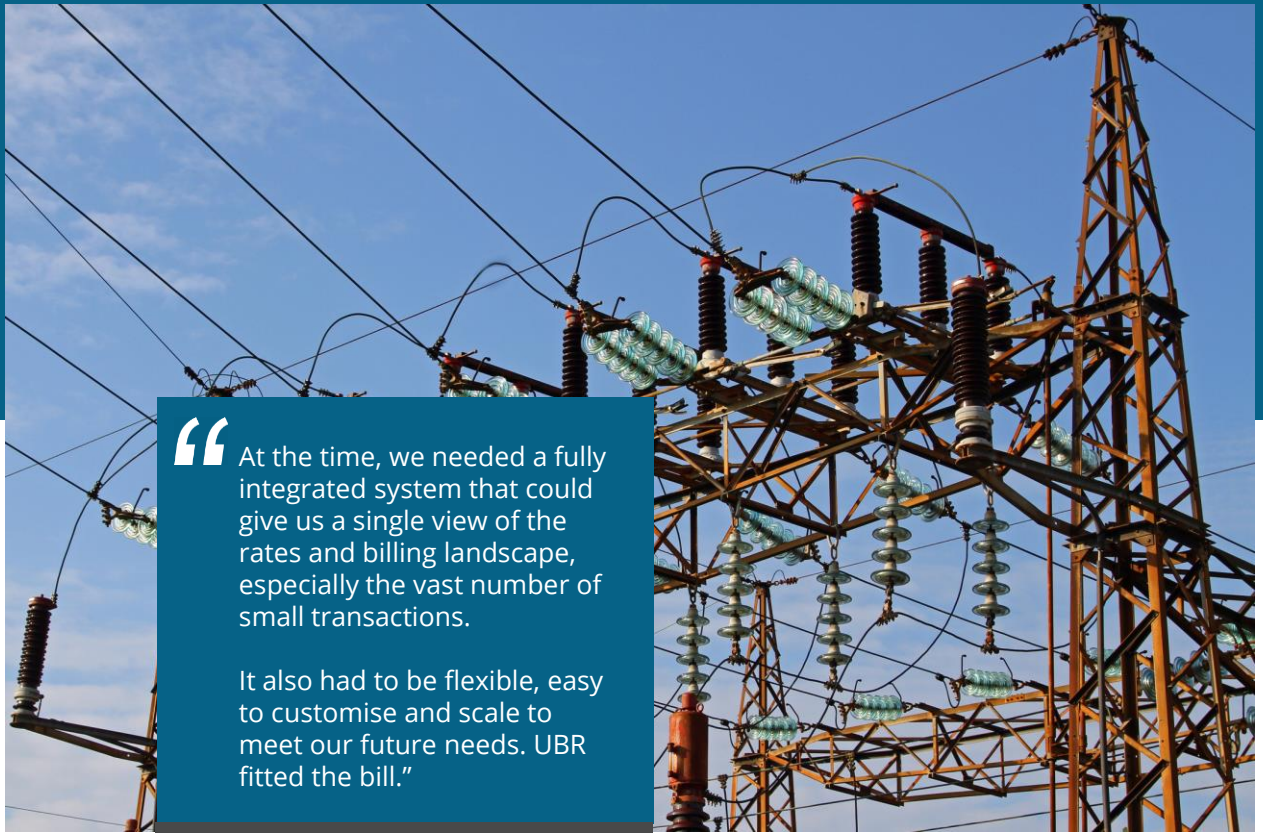
Choose the solution based on over 10 years’ working with Australian Utilities Providers, not just selling to them.

Benefit from deep utilities experience and utilities-specific consulting and support.

Take advantage of additional expertise in Data Management, Data Warehousing and Big Data Analytics, and know your technology solution will always be the most advanced

**CONTACT US** about UBR for your utility.





“ At the time, we needed a fully integrated system that could give us a single view of the rates and billing landscape, especially the vast number of small transactions.

It also had to be flexible, easy to customise and scale to meet our future needs. UBR fitted the bill.”

**Irfan Zafar, Senior General Manager, Gas Utility**



**Level 30, 35 Collins Street  
Melbourne  
VIC 3000  
(03) 9900 6410**

**[www.itanz.com.au](http://www.itanz.com.au)  
[info@itanz.com.au](mailto:info@itanz.com.au)**