



Ciber Customer Service Suite for Utilities

Streamline customer service

Utilities organizations often have legacy systems with disparate financial, billing and customer service technology, which can impact the bottom line. As utility companies modernize their infrastructure, these changes create a need for transparent technology and intuitive customer service functions that result in a positive and empowering customer experience, and seamless back office processes.

Move utilities forward

To move forward, utility organizations need to consider the challenges of how to modernize their systems and apply innovation to the business. Risk, lengthy timelines and ROI are being weighed by the IT, financial and customer service leaders within a utility. Ciber offers their Customer Service Suite for Utilities – a solution that has been packaged and integrated to reduce risk and deliver a set of proven technologies to facilitate a customer-driven operation.

All the components have been integrated to provide a complete utility offering for IT, financial and customer service functions, available on-premise or in the cloud. Our approach is involved with every step in the implementation, making configuration, customizations, interfacing and conversion simpler.

Customer Service Suite for Utilities components

- Ciber's Customer Service Suite for Utilities provides a streamlined, configurable toolset with integrated components as a complete utilities customer service offering with benefits for essential applications, advanced reporting and analytics.
- Worry no more about reconciling numbers from different systems when you use SAP ERP Financials. This foundational accounting platform for utility accounting operations includes Controlling, FERC, Accounts Payable, Fixed Assets, Accounts Receivable and Materials Management.
- Information isn't left behind when you support business processes and utility services with an integrated customer

related billing and financial processes and a sales and information system like SAP Industry Solution-Utilities (IS-U) Billing.

- Let your customers get their information when they want it through the online self-service portal called SAP Biller Direct.
- Customer Service Representatives (CSR's) will help customers quickly with a web-based CRM that provides a complete view of customer information. The SAP Customer Relationship Management (CRM) 7.1 makes it easy for CSR's to maintain consistency in customer inquiries across the organization.
- Have all your customer data at your fingertips with an enterprise reporting solution featuring pre-built utilities analytics through SAP Business Warehouse (BW).
- Communicate with your customers across all channels with SAP Business Communication Manager. This application manages all your customer communication channels, provides IVR self-service to end customers, and integrates with existing business processes.

No constraints in the cloud

Ciber's utility cloud environment offers a seamless method of delivering applications to the end user without the need for upfront investments. By managing to a predictable cost model, utilities get the most from their Customer Service Suite without being constrained by capacity, technological capability or resource availability.

Our cloud-based billing portal is a solution that offers convenience and flexibility by putting information in the customers' hands. Through the online portal, customers can pay bills, look up their billing history, set up billing programs and more - all with a single sign-on.

Expertise makes a difference

With the Customer Service Suite for Utilities, you get a proven, timely implementation process with a dedicated team that has a 20-year history as a global energy and utilities service.

Our emphasis on client partnerships sets Ciber apart from the competition.

Ciber is an SAP services partner and Gold channel partner. It is a leading provider of SAP solutions for the utilities and retail industries, and a go-to partner for the SuccessFactors solution. Since Ciber started supporting SAP solutions in 1989, it has amassed more than 2,000 clients, delivering SAP solutions through its 1700+ SAP consultants.

Post-production benefits and support of utilities services

Post-implementation, utility organizations can benefit from access to an extensive set of SAP Utility add-ons that have been built and tested by Ciber in a real utility environment to improve system processes, controls, development and functionality. Additionally, clients can choose the post-production support model that fits their organization and its objectives best:

Extended Support: Following implementation, Extended Support is an elastic, variable user demand model where SAP experts are available when needed, and can address any issues that arise.

Managed Services: Ciber oversees the technology platform, and maintenance and end-user support of the software, freeing up the client's resources to focus on their core business functions.

About Ciber

Ciber is a global IT consulting company with some 6,500 employees in North America, Europe and Asia/Pacific, and is approaching \$1 billion in annual business. Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Founded in 1974, the company trades on the New York Stock Exchange (NYSE: CBR). For more information, visit www.ciber.com.