

Customer Information System (CIS)

One of the most critical challenges facing utilities today is the ability to interact with consumers the way those consumers want to communicate. The ability to “meet consumers where they are” is becoming increasingly important to the overall customer experience. A key component is a Customer Information System (CIS) that can integrate fully with key utility systems to give you the flexibility to connect to your consumers.

After all, isn't that what a Customer Information System should be all about?



Value

Daffron Customer Information System is a robust yet value-oriented system that provides superior features and functionality. Our ability to handle multiple utility services, complex billing scenarios, collections, payments, customer care, service order management, prepaid metering, and other important day-to-day tasks, sets us apart as a uniquely capable solution.

In addition, our Prepaid Billing, Net Metering, and other key functionality is built into our CIS, which means you can now extend this high-demand functionality to your consumers—either now or in the future.

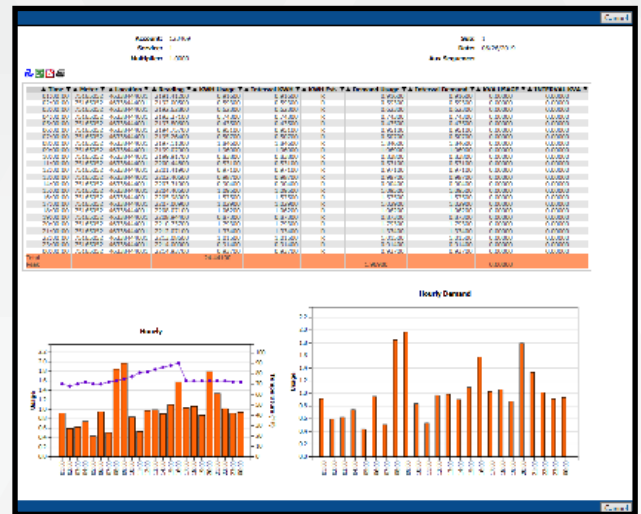
Workflow

CIS—like all Daffron products—is browser-based and can be used within Internet Explorer, Google Chrome, and other popular web-browsers, which puts today's users in a familiar environment to accomplish their daily tasks. All screens have been created using a task-based design—that is, they were designed in a commonsense way to help streamline processes, reduce mouse clicks and keystrokes, and make staff training less extensive.

With our advanced billing solution, workflow is enhanced for both staff and consumers with ePrint, allowing immediate access to the consumers' bill that can be viewed and printed from within CIS and from our eBusiness customer self-service solution.

Choice

In addition to superior design, CIS is tightly integrated with our other software solutions that can assist you in your customer self-service, financials/accounting, work management, and outage needs. CIS can also be integrated with your AMR/AMI, payment processing, GIS, and other key systems. The level of integration achieved allows real-time updates that ensure your staff is always in the know on everything having to do with your consumers. And after all, isn't that what a Customer Information System should be all about?



Account 123469-001-1		Account Balances		Location 46-33-94-44-001	
RUEBEN LIPPA (555) 624-6221		Prior Balance:	\$0.00	Rate:	110 - RESIDENTIAL RATE
2 - Active		Current Bill:	\$172.53	Serv Addr:	3086 FM 132
julie@daffron.com		Payments:	\$437.53	Meter:	75165052
Paycodes 1111111111111111		Adjustments:	\$240.00	Meter Kind:	C - Disconnect Meter
Conn Date: 05/27/1999		Amount Due:	(\$25.00)	Description:	3D-5P1 TR HSE
Account in Good Standing		Due Date:	07/22/2019	Contract	
Cash Basis Only		After Date:	(\$25.00)	Demand:	
Life Support		Other RSPs:	\$0.00		
		Other Services:	\$0.00		
		All Services/RSPs:	(\$25.00)		
		Pending Charges:	\$300.00		
Images		Other Charges:	\$300.00		
Collar 56238800		YTD Usage:	11492		
EBILL		YTD Revenue:	1306.53		
eBusiness					
Pending Service Order					
Open Calls					