



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

Milsoft's 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.

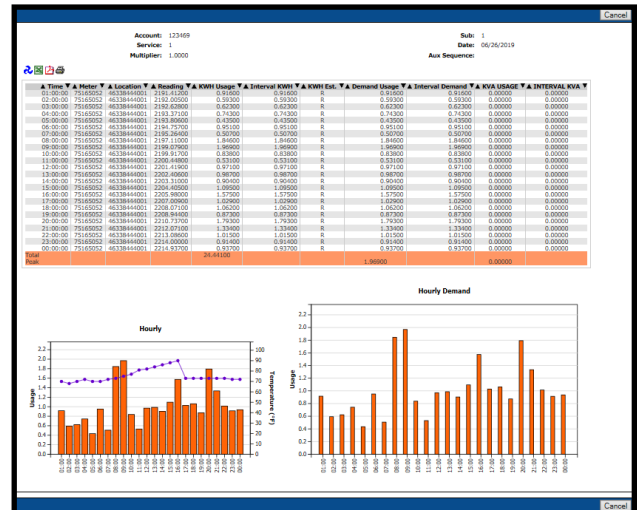
Workflow

CIS 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?



The screenshot shows a search criteria form with fields for Account, Sub, Service, RSP, Rate Type, Area, District, Cycle, Run ID, Followup Date From, To, Amount From, To, Collector, Collection Status, Source, Special Collection Type, On Hold, Budget Customer, Has Phone, Last SO Type, Last SO code, Has Deposit, Has History Since Due, Has Disconnected Caller, and Service Order No. Below the form is a list of customer records with columns for Account, Name, Amount, Amount Due, C/S, S/T, A/S, S/O, Followup Date, Book, T, Hold, T, A, C, S, and Loc.

The screenshot displays account details for Account 123469-001-1. It includes a section for 'Account Balances' with fields for Prior Balance, Current Bill, Payments, Amount Due, Due Date, After Date, Other RSPs, Other Services, All Services/RSPs, Pending Charges, Other Charges, YTD Usage, and YTD Revenue. There is also a section for 'Location 46-33-84-44-001' with fields for Rate, Serv Addr, Meter, Meter Kind, Description, Contract, and Demand.