



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?

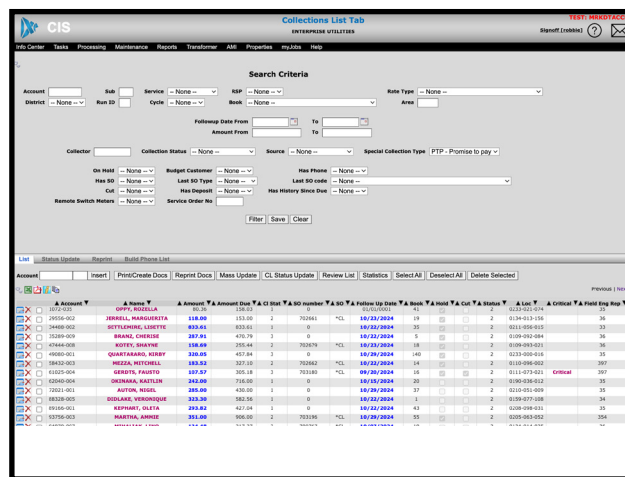
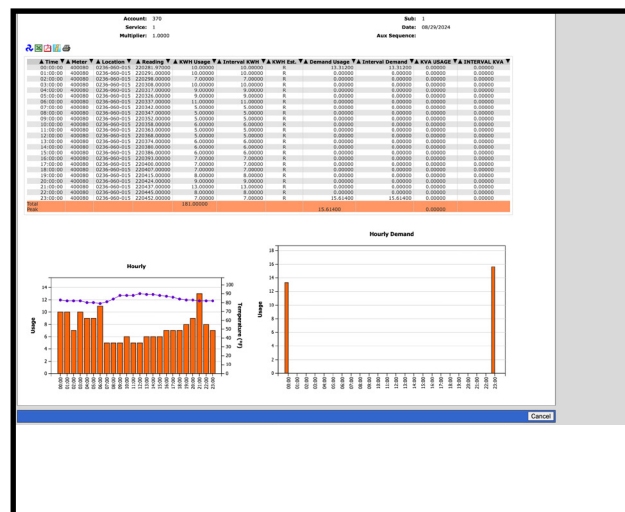
Milsoft's Customer Information System is a robust yet value-oriented system that provides superior features and functionality. Our ability to handle multiple utility services, complex billing scenarios, collections, payments, customer care, service order management, prepaid metering, and other important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

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.

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 370-001-1

RIBBLE, VIOLET
(555) 552-5555

2 - Active
 Old Account:
 0650091754
test@mus.edu
 Paycodes
 1111211122111
 Conn Date:
 09/07/2006
Past Due Amount
Special/Key
Account
Critical: Oxygen
Auto Pay
Images

Account Balances

Prior Balance:	0.00
Current Bill:	311.00
Payments:	58.57
Adjustments:	0.00
Amount Due:	252.43
Due Date:	10/21/2024
After Date:	295.22
Other RSPs:	0.00
Other Services:	34.35
All Services/RSPs:	286.78
Pending Charges:	0.00
Other Charges:	0.00
YTD Usage:	22260
YTD Revenue:	2365.53

Location **0236-060-015** 

Rate: 103 - Residential UG Eng
 Serv Addr: 121 PINEWOOD CIR
 Meter: **400080** 

Expanded Meter:
 Meter Kind: D - KW DEMAND METER
 W/KWH
Description: 121 PINEWOOD CIR

Lead
Management:
 Contract
 Demand:

***For more information
or to schedule a demo:***

Email us at: sales@milsoft.com

or

Call: 800.344.5647

