



? Why Redknee

Reporting & Analytics: Better forecast utilities consumption and minimize customer complaints

Real-time Information: Real-time usage and billing information for both internal departments and for customers

Prepaid Utilities: Customers can pay for energy before they use it.

Dynamic Rate Plans: Offer tiered rate plans based on time of day, resource availability or other dynamic parameters

Power Generation: Integrates metering data from power generation with traditional commodity services into one customer bill

Automated Connects & Disconnects: The Suite enables utility companies to automate disconnects and reconnects, eliminating service trips

Redknee's Utility Suite

A modular customer and service management solution for utilities that enables rapid launch of new tariffs and services, improved customer experience and better cash flow, while protecting utilities' investments.

> The new utilities landscape

All utility companies, regardless of industry or location, face significant changes in their markets. Government deregulation and privatization have granted access to new entrants and increased competitive pressures. In addition, factors such as decentralized energy generation, increased demand for energy conservation and new electric vehicle charging (e-mobility) initiatives have spurred the development of smart grid technology to communicate and coordinate the interactions between customers and suppliers. This has required utility companies to transform their IT infrastructures to support real-time and online data collection and customer information.

> Real-time engagement and billing for utility companies

Utility companies can now manage all of their services—from traditional commodity services such as electricity, water or gas, to evolving services such as renewable power generation or electric vehicle charging stations—with a single, integrated solution that allows for more informed business decisions, improved customer satisfaction and rapid new service creation.

Based on proven, carrier-grade technology, the Redknee Utility Suite provides full subscriber lifecycle and end-to-end service management, including real-time rating, charging and billing, targeted real-time promotions, and advanced customer care. The easy-to-use software has the flexibility to incorporate future value-added services to enhance or diversify revenue streams, whether prepaid or post-paid with a single, converged billing solution.

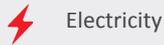
With Redknee, utility companies can offer targeted services and cross service promotions, improve customer care, and facilitate simpler payment options, providing customers with a unified experience at every touch point.

> Succeed in today's new marketplace

With Redknee, utility companies can adapt to and succeed in new marketplace realities quickly. The Redknee Utility Suite enables quick response to market conditions by accommodating an increasing number of new tariff models, usage scenarios and business models. Data is streamlined making it easier for utility companies to better forecast consumption and minimize customer complaints. Both customers and internal departments gain access to real-time usage and billing information, allowing decisions to be made quickly and accurately.

Billing for any service, any customer – prepaid or monthly invoicing

Traditional Services



Electricity



Water



Gas

Alternative Energy



Renewable energy



E-vehicle charging

New Services



Telecommunications



Home automation



Home & office security

The solution also interacts with other technologies and systems to create multi-channel interfaces for direct customer interaction or integration with intelligent energy infrastructures. With Redknee's solution, changes can be implemented gradually across customer bases and use cases, allowing utilities companies to minimize risk while offering new services with lower up-front investment all while supporting future growth.

> A truly convergent solution

The Redknee Utility Suite is a truly convergent solution – it can bill, rate and charge for any service, any feature and any customer type.

Modular Architecture: a highly scalable solution designed with a modular architecture to grow as the utility's needs expand. Offered as a hosted service, the modular converged and open billing architectures allow for integration with existing systems, supporting a phased transition to a fully converged architecture.

Complete Customer Care: a single view of the customer account and profile – starting with activation and moving forward – that enables Customer Service Representatives to quickly and efficiently respond to customer inquiries. Customers also gain full visibility and instant notification of account balances and promotional status.

Better Customer Experience: empower all customer types with a real-time view of consumption patterns and utility bills via their smartphones or other mobile devices. The online storefront activates and provisions new line of services with a single click. In addition, the solution enables automated connects and disconnects, eliminating service trips.

Advanced Reporting and Analytics: better monitoring usage patterns in real-time, predict patterns in advance and determine the best plan for features and services. Real-time dynamic reports provide insight into services, features, and promotions in order to make better business decisions. Analytics help to identify and curb non-technical losses.

Dynamic Tariffs and Rate Plans: manage demand and attract customers by offering tiered rate plans based on time of day, resource availability or other dynamic parameters. Give households more control over their day-to-day energy consumption while empowering them to better manage their budget and conserving valuable resources.

Cross-Service Bundles and Promotions: real-time rating and charging capabilities enable cross-service bundles and promotions. It helps facilitate simpler payment options, providing a more customer-centric and competitive offering.

Prepaid Utilities: offer a prepaid model to customers; one that allows for maximum flexibility while controlling financial risk. Redknee's solution significantly reduces risk and OPEX by minimizing or eliminating factors such as costs to collect unpaid energy consumption and the need for prepaid tokens and their associated handling costs.

Power Generation: easily integrate metering data from power generation with traditional commodity services into a single customer bill. This eliminates the need to settle separate consumption and generation accounts.

For more information about Redknee's real-time monetization software, contact sales@redknee.com.