



Junifer Systems

Junifer Utility CCB

The Junifer Utility CCB consists of the following products -

- Junifer Utility CCB
- Junifer Utility Rating

The Junifer Utility CCB system is a complete end to end customer care and billing system designed specifically to support the unique challenges encountered both by the legacy utility systems and what Junifer believes will be tomorrow's billing requirements for utilities. The billing software supports automated processing of meter readings for gas, electricity and water. For all of the above, it has the ability to rate these events as they are presented to the billing system. The Utility operator who uses this software will be able to offer innovative price plans to incentivise customers to stay with the operator while also helping the customer to reduce their overall energy bills. Junifer understands that in order to reduce their energy footprint, customers require incentives. Junifer believes that these incentives must be financially motivated and to achieve this, the Utility operators require next generation billing software that can make full use of the automated meter readings.

Experience

Two of our primary differentiators in the supply of back-office systems are the highly scalable and flexible product suite coupled with our extensive experience of large volume, high throughput environments. It is essential that suppliers understand the complexity associated with large volumes of data delivered by Smart Meters. Through our background in Telco billing, Junifer Systems is ideally placed to utilize this experience in the Utilities market.

Junifer Utility CCB

The Junifer Utility CCB module is a set of rich GUI applications used to configure and monitor the Junifer system. It enables CSRs (Customer Service Representatives) to easily access all information relating to the end customer including their service orders, products, associated price plans, multi-utility (energy, water, waste, telco) usage information and invoice images. It also provides the system administrators with the ability to manage the end-to-end processing including bill production within the Junifer system.

The system is multi-lingual so that each user may experience the software in the language of their choice. The Junifer Utility CCB module includes the Junifer Utility Rating module.

Junifer Utility Rating

The Junifer Utility Rating module can be used as a standalone product, but is an integral part of the Junifer Utility CCB product. It takes the data from the Junifer AMR system or any standard AMR system and applies rating and collection logic to the information. Data taken from a collection system can often be inconsistent and sometimes contains contiguous gaps where problems with the meter or distribution network may have prevented automated readings being downloaded to the collection system.

The Junifer Rating module is designed to take account of these issues and uses intelligent logic to make accurate estimates against the previous and future patterns. In this way, the rating module is continuously pricing data against the configured price plans within the Junifer CCB system.

“Smart Systems for
Smart Utilities”

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Features

The Junifer Utility CCB system is the first customer care and billing software product specifically designed to support both legacy manual meter readings and automated readings delivered by the latest Smart Meter technology. The software is smart meter agnostic ensuring that it is able to process readings from all manufacturer's meters. Additionally, the software provides end to end customer care and billing capability supporting the entire Utility workflow including sales prospecting, customer setup, meter processing, bill generation and payments collection. The next generation software also provides a visual aspect to back office functions that in many other systems are controlled through scripts or require very skilled understanding of the process. The ease of use, especially in the back office functions, ensures problems can be addressed and solved before becoming major issues.

Functionality - The Junifer Utility CCB system provides a rich set of functionality based by a seamlessly integrated set of common software modules. This software provides Junifer Utility CCB customers with all the following capability:

- CRM (Customer Relationship Management)
- Utility Management
- Product Management – Agreements, Pricing Plans etc
- Billing
- Accounts Receivable / Ledger
- Trouble Ticketing
- Reports
- Back office management and message processing
- EDIEL Workflow
- Web Portal Integration
- External Data Feeds (import and export of data to external systems such as data warehouse)
- Software platform – security, permissioning and auditing
- Multi-lingual and multi-currency Support

Technology - The Junifer Utility CCB system has been specifically designed as an upgradeable product. This ensures that the software can both be tailored to the specific needs of the customer and that the customer gets the benefit of the continued development of the Junifer software product through future software upgrades.

- Supports multiple OS – Unix & MS Windows
- Database independent
- Three tier architecture
- Modern GUI compliant with latest Microsoft GUI standards
- Object Orientated Technology
- Distributed design for scalability

Services - The Junifer Utility CCB system provides the Utility operator with complete coverage and support for all their legacy and future services planned in their business roadmaps. Out of the box the Junifer Utility CCB system supports all of the following services:

- Electricity
- Gas
- Water (Sewage, District Heating, Water)
- Waste Collection
- Broadband
- Telephony services
- Non Utility billing e.g. Insurance

Key Benefits – As customers become more aware of their energy consumption, it is imperative that Utility operators present invoices that can be easily understood and provide minimal cause for delayed payment. The Junifer Utility CCB system has a fully configurable invoice generation module which ensures invoices reflect energy usage in the most suitable manner for the customer. It also delivers the following key benefits:

- Minimise delayed payments through easy to read and understandable invoices - Maximise Cash flow
- Accurate and automated billing process
- Integrated solutions for all utilities
- Rich product definition functionality
- Single customer 'Dashboard' for all customer related activities i.e. Bills, Payments and contact history
- Standard and custom reports
- Modular software approach
- Low cost of ownership
- Scalable through the addition of low cost hardware servers

