

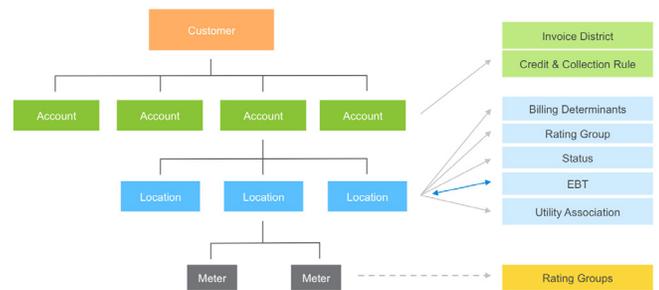
RevenueManager

The gold standard for billing and customer care in competitive retail energy markets.

More than 15 years ago, one by one competitive retail energy markets were slowly opening. Each market had its own unique regulations and protocols for customer acquisition, service, switching, billing, and communications with market operators and utilities. An astute team of energy market experts recognized that the cumbersome, resource-intensive CIS systems developed for regulated rate payers would never work in these markets. Instead, a new breed of competitive retailers would require a technology platform that could support a very different revenue management model—a model that enabled faster market entry, quicker addition of new products and services, agile pricing and supply contracts, accelerated cash flow, and a significantly lower cost to serve. So the team recruited top software developers from the financial services industry, where fast, flexible and scalable customer transaction management systems translated into billions of revenue dollars each day. The result of their efforts was RevenueManager—an award-winning customer care, billing and revenue management platform that continues to remain the standard at many of the world’s most successful electricity and gas retailers serving residential, commercial and industrial customers.

Fully-integrated billing, customer care, and revenue management

Excelergy RevenueManager is a fully integrated billing, customer care, and revenue management software platform that enhances customer enrollment and retention, enables personalized billing, and improves revenue management and collections. RevenueManager supports multi-commodity and multi-lingual capabilities, delivering straight-through processing across the entire customer lifecycle, from customer enrollment, pricing, contract execution, and utility settlements through customer service, billing, complex billing and collections. Unlike many BPO solutions, RevenueManager always gives you full access to your database, as well as a single, consolidated, transaction level customer view across all products and services.



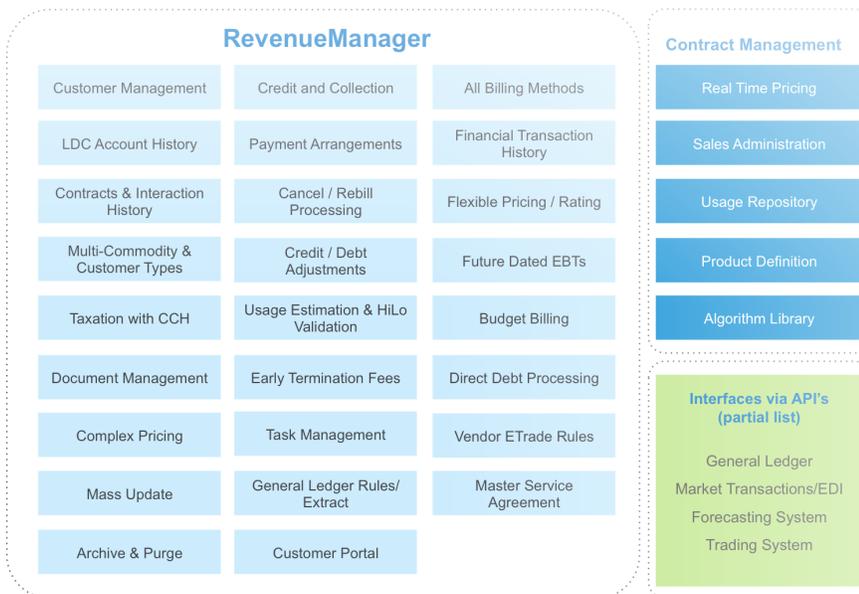
Excelergy RevenueManager Module Overview



Complete automation and exception handling for all retail billing methods

Excelergy RevenueManager provides automation and exception handling for all billing methods common to retail markets, including utility consolidated bill ready/rate ready, supplier consolidated bill ready/rate ready, as well as split or dual Billing. In addition to supporting all bill methods, Excelergy RevenueManager provides for easy configuration to support TOU, renewable energy, and advance pay—offered to your customers in both hard copy and electronic formats. Billing can be cycle based or event driven. And while “cancel/rebills” are painful in many other billing solutions, RevenueManager makes this process fast and simple.

Flexible invoice formatting and style sheets allow easy branding, personalized messages, and promotions. RevenueManager also **supports non-commodity billing** for any type of product or service, maximizing your ability to provide expanded customer services and enjoy new profit opportunities.



Provides automation and exception handling for all billing methods common to retail markets

Add new products, pursue new revenue opportunities, and enter new markets in as quick as six weeks

Excelergy RevenueManager is built on a highly configurable open-object platform. New business rules can be added or changed without affecting the underlying application logic. RevenueManager gives you the unique ability to enter new markets, expand in existing ones, and add new products and services using your own operational resources, rather than software developers, to update the business rules.

Simply configure or reconfigure business rules and processes using an intuitive point-and-click user interface—no hard coding is required. RevenueManager also streamlines and manages Electronic Data Interchange (EDI) as well as all other communications formats for information exchange with market partners. With Excelergy RevenueManager, once certified, you can enter a new market in as little as six weeks—often at a fraction of the cost that would be incurred using most competitive systems or business process outsourcing solutions. RevenueManager offers you:

- Fastest, most reliable deployment, integration, and conversion
- Lowest cost of ownership, operation, and maintenance
- Highest availability and scalability
- Greatest flexibility to rapidly adapt to changing requirements

High scalability and low cost of ownership means you gain without pain

RevenueManager's high-performance transaction management and collaborative communications technology permits fast, accurate customer acquisitions that provide new revenue streams quickly and easily. Because the system is extraordinarily modular, RevenueManager configurations can be deployed individually on an as-needed basis, or as a fully pre-integrated solution. This means the system can not only fit your needs today, but can also grow and scale as far as your future business requirements demand. You can start with a thousand customers and grow to 10 million, often with little more than adding additional hardware processing power. If you're a startup, we even offer a **SaaS version, called "RevenueManager On-Demand."** Revenue Manager On-Demand gives you everything you need to begin acquiring and billing customers in record time—all with a reasonable cost structure and an easy upgrade path to the full license platform wherever and whenever you're ready. And when you're ready to bring the solution from SaaS to in house, your full database is already set up and ready to go with you. When other solutions make growth painful and expensive, Excelergy RevenueManager continues to offer the lowest total cost of ownership and the lowest cost to serve through every stage of growth.

Robust, complex billing engine provides flexibility to meet customer demand for unique pricing options

For Energy marketers that offer demand response or time of use programs, RevenueManager offers a flexible and boundless price calculation engine that makes it easy to define, calculate, and manage interval data and pricing to meet the unique demands of both your electricity and gas customers. **Excelergy Complex Billing** makes it easy to configure time of use pricing, dynamic, "real-time" pricing, net metering, block/tiered pricing, bandwidth/swing pricing, multi-meter allocation, and click/trigger pricing.

We use off-the-shelf, non-proprietary Microsoft Visual Basic (VB) scripting for the complex calculations, so when you need to change a product or create a new one, you're not dependent on our professional services team. If you do want our assistance, we can deliver a new scripted (complex) product in weeks, rather than the months or even years it takes using solutions from other vendors.

Automated contract management system for command and control of supply and pricing offers

RevenueManager's **Contract Management** module automates the management, pricing, execution and hedging of retail contracts, allowing sales representatives to offer customers the most flexible supply and pricing options in real time, including deal validation and expiration dates to ensure your price offers are always in the money.

Secure access to a single customer management view

RevenueManager provides all customer service representatives access to a single customer management view. For CSR's, the most frequently needed customer service data is arranged in a centralized dashboard view with full access and drill down capabilities to all customer information. This improves CSR productivity and enhances customer service quality through faster data access, accelerated processing speed, and quicker inquiry response times.

Convenient customer portal for web-based self-service and better operational efficiency

RevenueManager offers a convenient customer portal for Web-based self-service. The portal provides customers with a detailed view of usage, billing and financial transactions. This increases operational efficiency by avoiding the time and cost of manual investigation of inquiries, errors and exceptions by your customer service representatives.

Simply configure business rules and processes using an intuitive point-and-click user interface

Enhances customer enrollment and retention, enables personalized billing, and improves revenue management and collections



Reimagine tomorrow.

Excelergy offers a comprehensive suite of best-in-class energy enterprise software platforms that transform utility business processes and enable implementation of smart grid, clean energy, demand management, and customer care & billing initiatives. Excelergy software helps utilities embrace a customer-centric model to align strategic planning for improved customer engagement, operational efficiency, and reduced risk to achieve superior business results.

excelergy.com

Find out how Excelergy can transform your business:

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