Junifer Utility CIS

The volumes associated with Smart Meter rollout can be overwhelming. For instance in just the first two hours of operation, a Smart Meter implementation will generate the same amount of consumption data on a customer as would have been manually recorded in the previous year. In just 10 days, it will generate more data than would have been collected in the previous 100 years. Utilities so far have been focusing on the hardware and communications aspects of their Smart Meter rollout programs. Now emphasis is moving towards how best to maximise the value of their investment and particularly the data streaming in from the millions of new measuring devices. Questions are being asked about how best to turn this data into meaningful information to gain greater operational intelligence, optimize the business and ultimately become the market leader. Junifer's products provide the critical building blocks necessary to achieve these goals.

The Junifer Utility CIS back office software suite can be integrated with the following modules -

- Junifer MDM
  (Meter Data Management)

- Junifer Sales
  (Prospecting & Sales)

- Junifer A/R
  (Accounts Receivable)

- Junifer Ticketing

- Junifer Web Portal

- Junifer EDI

Flexibility

The Junifer solution enables business innovation and competitive advantage through a modular design. Our software is designed to support the complex needs of utility operators effectively 'out of the box'. It can support both the current and future needs of the operator from a single solution. This unique capability enables the utility company to manage their transition to a 'next generation' smart environment in a timely and measured manner with the knowledge the system will also support existing estimate processing.

Scalability

Traditionally utility bill processing was based on taking estimated or measured readings on an irregular basis. With the advent of the Smart Meter, utility operators have access to more accurate and timely data, potentially to a granularity of half an hour. The ability to access and process such data provides utility operators with many opportunities to differentiate themselves within the market and provide a high value proposition to customers (e.g. proactively inform customers of abnormal consumption in near real time). Furthermore this more valuable, granular data can provide the business with more accurate predictive capabilities.

Cost Effectiveness

The Junifer product suite is underpinned by distributed component architecture. This design approach enables the system to scale and support an increase of customer accounts and/or frequency of meter readings through the introduction of additional commodity hardware.

The software utilises the latest Graphical User Interface (GUI) design concepts ensuring the look-and-feel is consistent with modern applications. Furthermore, it is fully internationalized so that each user may experience the software in a language of their choice thereby ensuring that the application is easy to rollout and use in an enterprise utility environment. Ultimately this leads to ongoing cost savings through automation and efficient working processes.

Junifer Utility CIS – Core System

The Junifer Utility CIS is a complete end to end customer information 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 software supports automated processing of meter readings for gas, electricity and water. For all of these utilities, it has the ability to rate consumption records as they are presented to the system. The Utility operator who uses this software will be able to offer innovative price plans to both reduce churn and attract new customers while also helping the customer to reduce their overall energy bills and carbon consumption. 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 CIS & Billing software that can make full use of the automated meter readings.

The core system is a set of rich GUI applications used to configure and monitor the Junifer system. The additional modules that can be integrated with the core are MDM (Meter Data Management), Sales, EDI (Electronic Data Interchange), Ticketing, A/R (Accounts Receivables) and our Web enabler. The core system consists of CRM, Rating and Billing functionality.

CRM

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, telecomms) consumption 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.

Rating

The rating functionality can be used as a standalone product, but is an integral part of the Junifer Utility CIS product. It takes the data from the Junifer MDM 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.

Billing

The billing functionality provides the multi utility operator the ability to support different products and services. Multiple invoice formats allows separate customer segments to be treated differently, minimising delayed payments through easy to read and understandable invoices. The dedicated GUI enables administrators to monitor the automated billing process and address quickly any issues that arise.

Junifer Utility CIS – Modules

Junifer Prospecting & Sales

The Junifer Prospecting and Sales module enables utility companies to manage marketing campaigns from initial prospecting through to customer acquisition. For these campaigns, the user defines the target list of customers - this list may be from the database or may be supplied from an external marketing company and then define steps within a campaign - examples of these include generate letter and contract, phone customer, make offer, reminder etc. For each of these steps, the system stores all activity. If the customer chooses to accept the offer, Junifer can automatically create the new contract in the system - Junifer also provides standard reports for tracking the activity and performance of a campaign.

Junifer EDI

The Junifer EDI module manages all communication via EDI for transfer of data between operators in a deregulated market. The module is fully integrated with the CIS core and once a request is initiated, such as change of supplier, a sequence of automated notifications is generated. These can then be managed through an intuitive GUI which provides full visibility of all EDI messages types. Each EDI module is specific to a region e.g. Junifer EDI (Scandanavia) is EDIEL compliant.

Junifer Ticketing

The Junifer ticketing module is used for work flow and allows the utility to keep a history of all contact events related to the customer. Work flows can be tailored to the business processes of the utility through the internal Junifer object framework – this ensures that the module accurately reflects the business processes of the customer and provides an intuitive system for managing these workflows.

Junifer Utility CIS – Modules

Junifer A/R (Accounts Receivable)

The Junifer A/R module provides the utility with a seamlessly integrated solution for receiving and tracking payments and chasing aged debt. The added benefit to the integrated A/R module is that each invoice can provide a balance and payment history.

Junifer Web Portal

The Junifer Web Portal provides the business with an integrated web solution enabling customers to view their account, bills, bill images and multi-utility consumption. The Junifer system is typically configured to reduce the volume of printed invoices through electronic billing thereby saving in both paper usage and related bulk mailing costs.

Junifer MDM
(Meter Data Management)

The MDM module takes Smart Meter data directly from metering collection systems (AMR). It can process data in any given format and can either extract the data directly from the downstream system or wait for the data to be pushed. It supports all known metering systems and can process the information as it is made available by the metering system. In this way, it ensures that the Utility Operator has an up-to-date and accurate snapshot of the consumption profile as soon as it is practically available.

Junifer Utility CIS - Features

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

- CRM (Customer Relationship Management)
- Product Management – Agreements, Pricing Plans etc
- Billing
- Accounts Receivable / Sales Ledger
- Trouble Ticketing / Errands
- Reports
- Back office operational management and processing
- EDI Workflow e.g. Supplier Change
- 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 CIS 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 CIS 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 CIS 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 consumers 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 CIS has a fully configurable invoice generation module which ensures invoices reflect energy consumption 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