

SmartWorks Connect BizConnect

SmartWorks Connect is an online web portal that transforms the way utilities share information with their customers. Utilities can help customers manage their usage through presentation of smart meter data, proactive alerting and targeted tips with educational articles.

The BizConnect module revolutionizes the relationship between utilities and their Commercial, Industrial and Institutional customers.

The benefits of BizConnect:

- **Increase customer satisfaction** by helping them manage usage and cost
- **Increase mindshare** between utility & customer
- **Improve effectiveness** of utility initiatives for conservation or demand management
- **Lower burden** on call centers by reducing call volume and duration
- **Improve public reputation** of the utility.

The Challenge

Pressure is greater than ever on commercial & industrial energy & water users that have high usage, multiple meters and complex rates. They need to track usage more closely, reduce costs and minimize risk. That translates to a bigger burden on the Key Account Managers that serve those customers for the utility, with more questions and data requests.

The Solution

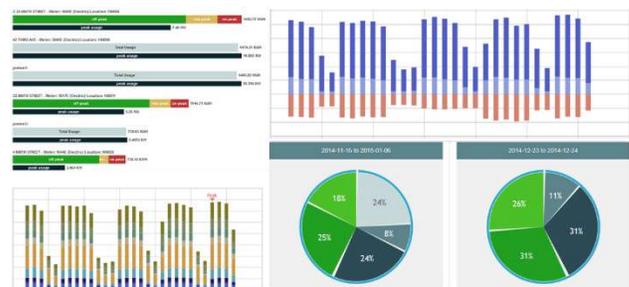
With BizConnect, both customers and their Key Account Managers get total transparency on utility usage & costs, saving time and resources on both sides.

Intuitive visualizations include dashboards that can be configured by users, so they can see their usage

patterns, their costs and their opportunities for savings. Even without looking online, automatic notifications – set up by the customer or utility account manager – can provide performance reports and point out situations that need attention.

Architected for Ease

BizConnect is a critical part of a unified customer solution. It is easily integrated with existing portals, providing consistent branding and single sign-on for a seamless user experience. With BizConnect, the utility is also uniquely equipped to mix utility data with the customer's own content – all set up easily by the user or account manager to minimize any burden of maintenance or configuration. Customers can create their own groups and virtual meters, enter their own flags and comments, set their own budgets and goals, then just save their favorite views so the most pertinent information is readily accessible.



There is no easier way for utilities to connect with their biggest customers and tighten relationships, while making life easier for Key Account Managers. Speak to SmartWorks to learn more.

Ready to learn more? Visit: www.harrisutilities.com/smartworks/ or email: smartworks_sales@harriscomputer.com