

BizConnect

Online Analytics Portal

Designed specifically for commercial, industrial and institutional customers where energy demand monitoring and usage management are critical to conservation and cost control.



BizConnect is an online web portal that transforms the way utilities share information with their commercial & industrial customers.

Utilities can help customers manage their usage through presentation of smart meter data, proactive alerting and targeted tips with educational articles.



Customer Service

Lower burden on call centers by reducing call volume and duration.



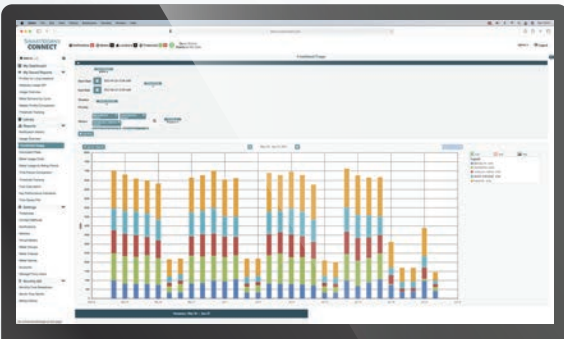
Customer Engagement

Improve effectiveness of utility initiatives for conservation or demand management.



Customer Loyalty

Increase customer satisfaction by helping them manage usage and cost.

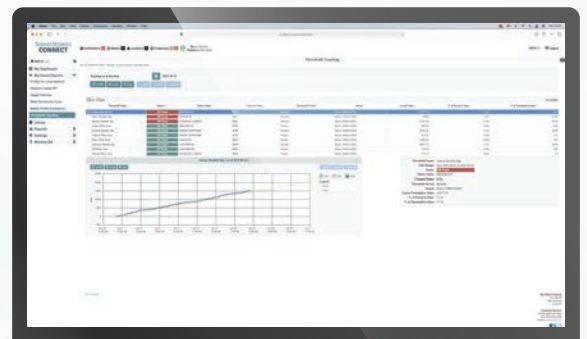


The Challenge

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

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.



SMARTWORKS

Make the Complex Simple

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.



Integration	Related Modules	Additional Modules
<ul style="list-style-type: none"> • Any Open Customer Information System • Any Open AMI System • Other systems as needed 	<ul style="list-style-type: none"> • MeterSense MDM • Move-in / Move-out • Targeted Messaging • Water Conservation Manager 	<ul style="list-style-type: none"> • KPI Dashboard • Rate & Revenue Analysis • Leak Detection & Notification
Supported Browsers	Featured Harris Solutions	
<ul style="list-style-type: none"> • Google Chrome (PC/Mac/Android) • Mozilla Firefox • Apple Safari (Mac/iOS) 	<ul style="list-style-type: none"> • Microsoft Edge • Opera 	<p>DynaTouch:</p> <ul style="list-style-type: none"> • Payment Kiosk <p>Creditron:</p> <ul style="list-style-type: none"> • Payment Processing



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.

FOR MORE INFORMATION

Toll Free: +1 (877) 696-0125
 Direct: +1 (613) 696-0125
 Sales@HarrisSmartWorks.com

