

# Customer Notification Software

Improve customer satisfaction, reduce inbound calls and accelerate cash flows

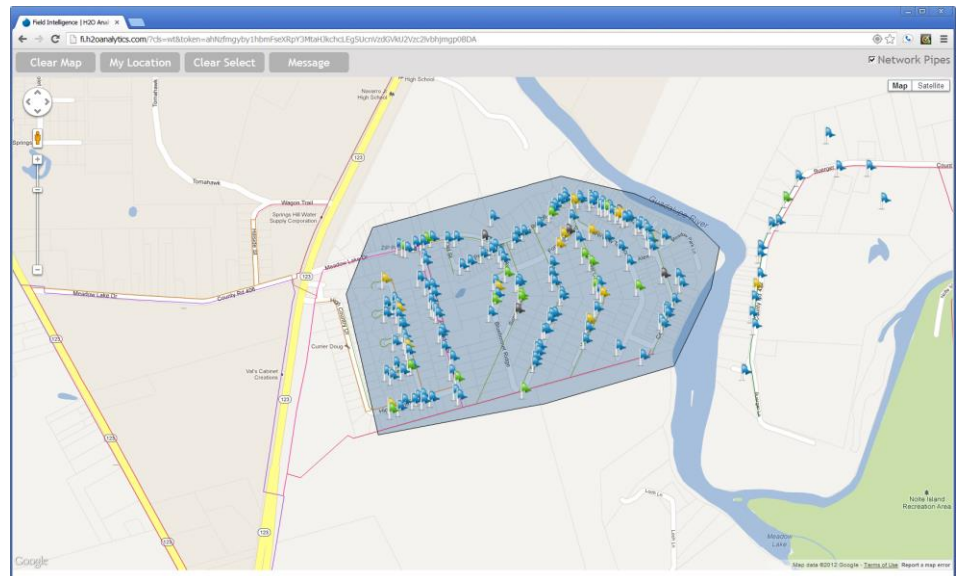
Past-due bills, imminent cut-offs, boil notices, conservation messages, service outage notifications – these are just a few of the messages that you need to deliver to your customers every day. But many utilities are stuck using outdated methods for delivering these messages; mailing letters, newspaper notices, and door-hangers. Many of these are never seen in time or are ignored, which means additional work for your staff, reduced revenue for your utility, and frustration for your customers. Our notification software gives you state-of-the-art messaging capabilities with high levels of automation and integration with your existing software systems.

## SOLUTION OVERVIEW

- Communicate via email, phone and SMS messaging
- Integrated with your existing Customer database
- Many messages automated from business events in existing utility software
- Automated leak alerts triggered by leak detection algorithm
- Boil notices and other mass notifications won't tie up your phone lines
- Location-based targeting of messages for service outages

## LOCATION-AWARE MOBILE MESSAGING

Utility customers today expect and increasingly demand that you communicate with them using the latest technologies. Our cloud-based



voice-over-ip system can send thousands of calls in just minutes without using any of your phone lines. Phone, email and SMS/text messages are template based and automated based on business events detected in your existing systems and by our analytic models. Messages can also be geographically targeted by selecting customers from a Google Map. Stay in touch and communicate proactively with virtually no work required; dramatically boost the efficiency of your back-office staff.

**H2O Analytics is a cloud-based solution that is easy to integrate into virtually any IT environment**

## EVENT-BASED NOTIFICATIONS

Integration with your existing billing, metering and SCADA systems allows for fully-automated notifications triggered by business events. Past-due notices, cut-off warnings, leak alerts and conservation campaigns all flow to your customers with virtually no work required by your staff.

**PART OF A FAMILY OF CLOUD-BASED ANALYTIC SERVICES**

- **Customer Notifications** – automated communication drives satisfaction, boosts cash flows and encourages conservation
- **Loss Reduction** – integrate SCADA, customer meter and GIS data to automate zone-level water loss analyses
- **Conservation Campaigns** – send personalized conservation emails; driven by analytics and business rules that you can tailor
- **Leak Detection** – monitor meter data flows to detect probable leaks and automate alerts

**Proactive communication drives increased Customer satisfaction and speeds cash flows**

**FOR MORE INFORMATION**

Please contact H<sub>2</sub>O Analytics at:

<http://www.h2oanalytics.com>

(512) 553-5185

[info@h2oanalytics.com](mailto:info@h2oanalytics.com)

**INTEGRATED WITH YOUR EXISTING SYSTEMS**

Unlike many other notification solutions, H<sub>2</sub>O Analytics is tightly integrated with your existing utility systems. This bi-directional capability means your existing GIS, billing and customer-information systems are the ‘source’ for customer contact information; no duplicate registrations required. All customer contacts are notated in your existing customer-information or billing system; your customer service reps will always have complete information at their fingertips.

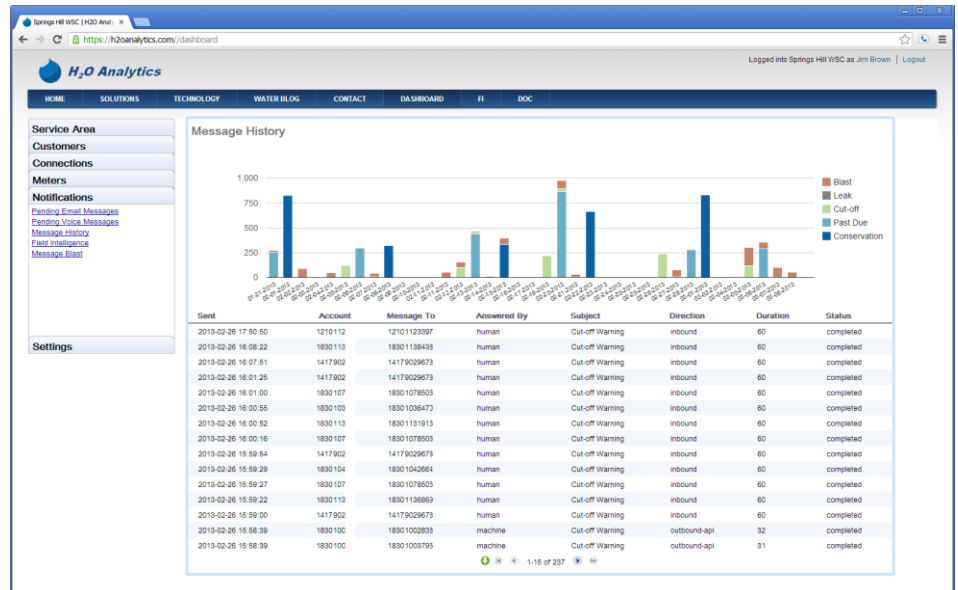
**MULTI-CHANNEL MESSAGING**

Send customer notifications via telephone (voice-over-ip), email and simple-message-service (cell-phone text messages). Send thousands of calls per hour without tying up any of your phone lines. Customize from dozens of pre-built templates to tailor your message and apply your existing logo and marketing ‘look and feel.’ Regular communication with your customers has never been easier.



**A CLOUD-BASED SOLUTION**

No phone lines, telecomm or dedicated computer hardware required. This is a cloud-based solution that is a snap to install and use. If your staff can use Google they can easily learn to use H<sub>2</sub>O Analytics.



The Message History screen shows the status of all messages sent