

basis2

basis2 – Flexible, Better Value and Lower Risk

basis2 is one of the most comprehensive, flexible, state of the art integrated customer information and billing software solutions available today. It is used by utilities around the world in regulated, deregulated and transitioning markets. Designed to service the ever-changing business needs of utilities, **basis2 adopts and adapts to changing business process**, meets regulatory and stakeholder requirements and supports expansion into new services and geographies.

All this is delivered in a single instance - as simple or as complex as you need it to be.

What sets **basis2** apart is its flexible design, its value driven approach to the CIS market and the industry standards used in its delivery.

Flexible

- Business processes are user-configured and parameter driven
- Data driven configurations and personalizations replace custom coding
- Supports both customer-centric and premise-based models simultaneously
- Choose your integration and support model

Better Value

- Easy to configure and maintain by users and partners.
- Exploitation of the features & capabilities of the Oracle technology stack
- Implementation costs are approximately half the industry standard
- Reduced ongoing upgrade and maintenance costs

Lower Risk

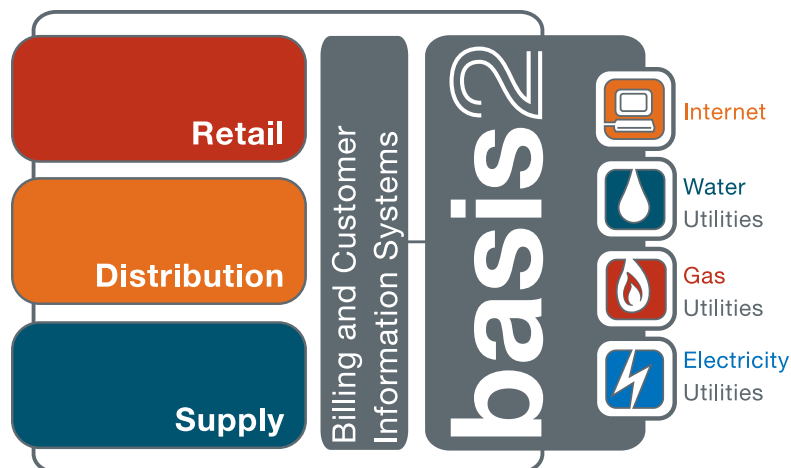
- Proven – 100% referenceable customer base
- Full feature and function
- Industry standard language, technology and tools
- Knowledge transfer and industry standards allow you to be in control.

Configuration

Whether it is the manner in which a call is routed and managed in the call center or the integrity checks performed on the bill calculation, the **basis2** business process is primarily parameter and table driven. These **configurations can be changed on the fly** or when appropriate, managed by effective dates. Multiple configurations can exist in the one instance and changes made are effective immediately across the enterprise. Coding, client updates and version control are no longer required.

Personalization

As a native Oracle application, **basis2** supports Oracle personalizations. Through declarations, screens can be changed, external applications called, and conditional logic applied, all in an upgradeable manner. Personalizations allow a **basis2** site to effect application change without the need to code, compile, distribute or use specialist skills.



basis2 provides a multi-tiered pricing model, an open and extensible web services architecture and specific functionality to address the needs of all utility services and the general revenue management market.

Whether you're a single supply commercial utility or a multi-supply municipality, **basis2** has you covered.



basis2 – Customer Care and Billing

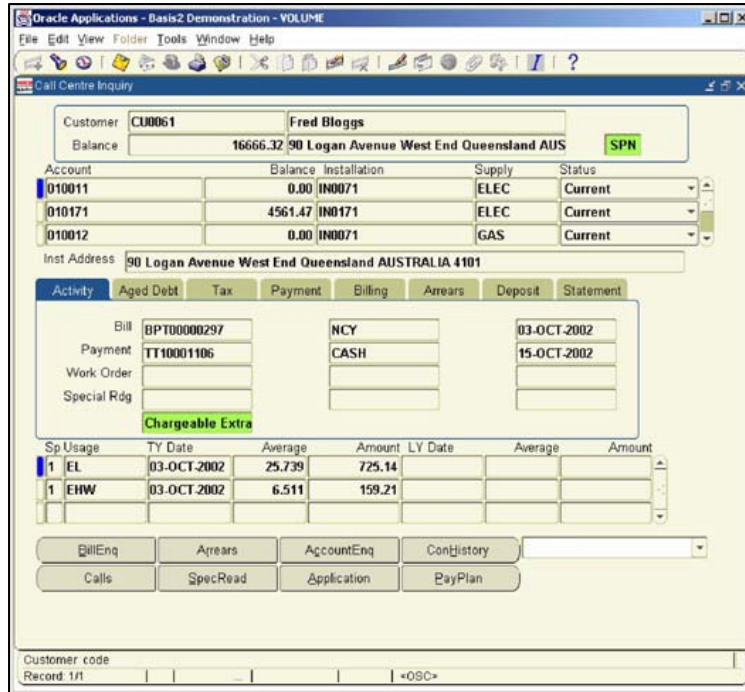
Customer Service

The **basis2** call center is designed to provide you with a complete view of your interaction with your customers across multiple premises, for single or multiple services with both current and historical perspectives.

basis2 also supports these same features from a premise perspective providing utilities the opportunity to operate their CIS in a customer, premise or transitioning manner, all at the same time.

In a single click, your call center personnel have access to all account detail ensuring that customer inquiries and requests are handled efficiently and effectively, meeting and exceeding call center performance measurements.

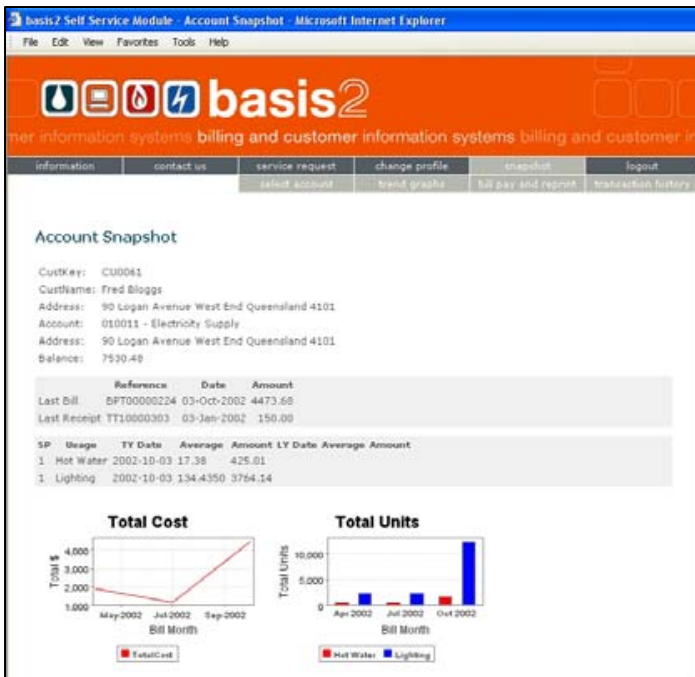
Customer Call Center screen.



Exploitation of Oracle

Because **basis2** is delivered only on the Oracle Fusion technology stack, it is able to take full advantage of all the Oracle applications, architecture and technology capabilities and resultant benefits. For example, Oracle offers the industry's fastest batch throughput and performance benchmarks by utilizing advanced backend capabilities. **basis2** takes full advantage of these capability in its billing engine for performance, scalability and throughput, which would not have been possible had **basis2** been delivered as an open Database delivery.

In addition, **basis2** is designed to utilize Oracle's Fusion Application server, which has been engineered to exploit the benefits of the Oracle database. As such, **basis2** is architected and deployed to exploit a best of breed, tightly integrated, yet highly extensible technology architecture.



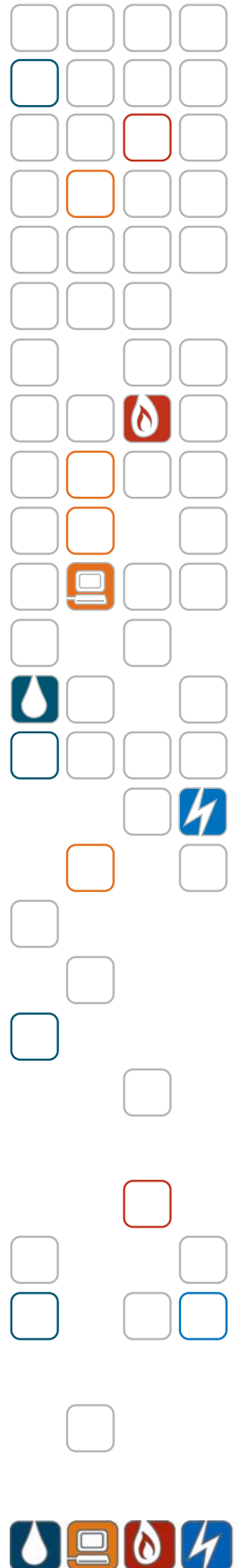
Revenue Management

Maximizing cash flow through timely, accurate billing, with efficient payment and debt collection processes is the lifeblood of the utility. **basis2** allows you to know your customers and use their past behavior to determine the appropriate collections activities. **basis2** allows for any number of different collection methods and workflows to be running concurrently, applied and aligned with your different customer groups. New or revised collection initiatives can be put into effect immediately.

While you endeavor to have your customers pay their accounts on time, when all else fails, **basis2's** Advanced Debt Collection module provides the management and control needed to pursue these debts.

Customer Self Service (J2EE)

basis2



"The best decision I've made since coming to Philadelphia was to select basis2"

Terry Phillis, City of Philadelphia

"The inherent flexibility in basis2 allows us to provide personalized customer service at the highest levels"

Dr. Howard Handley, South East Water

"In the more than 30 years I've been involved with CIS and ERP applications; basis2 is hands down the best CIS for Utilities that I've seen"

Roy Zatcoff, Summerdale Group

"The flexible basis2 architecture ensures we meet significant customer care standards"

Stephen Kay, Cambridge Water

"We were able to meet 100% of our requirements through configuration."

Nancy Kammerdeiner, Revenue Commissioner

"basis2 is able to accommodate our existing practices as well as providing excellent framework for future billing process improvements."

Pieter Tobing, Cascad

"basis2 is impressive in many ways, including its Oracle application design, its email and bill presentation capability, and the flexibility and strength of its billing engine. basis2 will make an exciting impact in the CIS market".

Gary Weseloh, TMG Consulting

For more information about **basis2**, please visit our website at

www.basis2.com

or send an email to

info@basis2.com

or call us at +1 (303) 846 3044

ORACLE[®]
PARTNER NETWORK



Prophecy International