

ENSURE - Complete CRM tool for Energy Suppliers

- ❖ Ensure is a CRM tool for suppliers which automates customer operations
- ❖ Get single dashboard access to see the current standing situation of contracts, sale, credit checks, meter readings, rejections, new registrations, change of tenancy, etc.
- ❖ It is integrated with ECOES & XOSERVE; thus, meter details are updated automatically from the industry in just one click
- ❖ Automatically get all EAC details and HH data for HH meters with just a click of a button as fully integrated with the industry
- ❖ The metering section validates the readings and highlights the false and awaited ones
- ❖ Allows suppliers to offer easy to use customer portal to their customers for managing and updating their details
- ❖ Easily generate the contracts and use in-built e-sign functionality
- ❖ Users / Sales team can be added and given controlled, customized access as per their role
- ❖ Bills are categorized under various heads – Unbilled, Fixed Direct, Verified, Generated and Pending for easy access and full visibility
- ❖ Verified bills are published and can be seen by the customers in real time
- ❖ Allows setting up customer groups with hierarchies



ENSURE - FEATURES

- ❖ Fit to Bill section displays the verified details on the bills and highlights the missing information
- ❖ Supports having groups and sub-groups with different sites
- ❖ Payment group can be created to manage payments easily at one place
- ❖ The MEX Dashboard shows the total customers who want their meters to be exchanged into smart meters and bifurcates them into completed and pending categories for easy access and visibility
- ❖ Debt Control Dashboard has the complete debt summary along with the last payment details and reminder letter status
- ❖ Payment Mandate Dashboard reflects the customers payment method (direct debit / BACS), DD reinstated, cancelled mandates and failed payments



ENSURE - FEATURES

- ❖ Pre-paid mode of payment can be exercised for smart meters and plan can be added, viewed or reminded easily
- ❖ Lost customers section enables reports for daily and total customers lost due to change in their energy supplier
- ❖ List of active registrations & their status can be easily viewed under the Pre-registration section
- ❖ Prices can be requested through the Individual Quote section and the quote can be viewed on the dashboard
- ❖ Queries can be raised under the Query section
- ❖ Contract renewals can be processed under the Renewal Dashboard
- ❖ Contract, QA and weekly reports can be generated under the Reports section

BENEFITS

1. Enables low cost to serve
2. Dashboards allow easy and full visibility of all operations for the supplier
3. E-sign functionality saves extra cost of buying DocuSign or Adobe etc.
4. Easily manage and track meter readings and their status
5. Prices are auto generated by the system based on the price matrix added
6. Provide better customer service through the ticketing system to log customer issues and track them to completion
7. Get a bird's eye view of prices across 5 years on a single screen
8. Build your own reports as needed with a built-in report module
9. Ease to add partners, sales team and brokers
10. Utilize control with the master user panel and assign controlled access to team members
11. Generate the price matrix sheet and upload customized prices accordingly
12. Integration with industry like ECOES, Electralink, XOSERVE etc. allows faster and correct meter data access