

Technology should empower organizations and enable customer experiences that impress, at every touch-point. An opportunity to streamline workflows and automate monotonous tasks. The facilitator of better communication and harnesser of business intelligence. The technology provider? They should be a strategic partner who understands both your existing and emerging needs.

## About NorthStar

- Founded in 1976
- Utility-focused solutions (electric, water & gas)
- 300 clients in North America & Caribbean
- Modular, scalable and future proofed
- Offering professional services to ensure success

NorthStar™ Utilities Solutions has been serving utility clients for over 40 years. Our teams of utility industry professionals are singularly focused on helping utilities leverage cost-effective technology to deliver customer experiences that impress, CSR workloads that are manageable, and intelligence utilities can trust for better, faster decision-making.

We deliver solutions and services for small- and medium-sized utilities. Our clients need a long-time partner who understands that needs change over time. They require practical, flexible and cost-effective technology. Our mission is to create and offer products and services that help utilities address real-world challenges and serve their communities efficiently and reliably.

NorthStar products are powerful, scalable and tested to guarantee performance in a variety of situations. Of equal importance, when you chose NorthStar, you become part of our extended family. You can count on our people for support any time of the day or night, or ask advice from your peers through our facilitated user community.

## The Complete Customer Service and Billing Solution



Our cost-effective technology helps automate operations to satisfy customer demands. At the core of our solution is the highly configurable **NorthStar Customer Information and Billing System (CIS)**. CIS is a highly configurable and modular solution that scales as you grow. The solution is enhanced with applications such as **NorthStar mCare**, **NorthStar CustomerConnect** and **NorthStar Business Intelligence (Bi)** —each of which integrates seamlessly with CIS to deliver a complete customer service and billing solution that supports transactions at all customer touchpoints.

Additionally, the technical experts within the **NorthStar Professional Services** team are available to support project deployments, integrations and utilization reviews. Managed services and optional cloud hosting also helps relieve staff of environment set-ups, maintenance, backups and disaster recovery.

# The NorthStar Product Suite



## NORTHSTAR Customer Information & Billing (CIS)



### Key Components

- Customer care & account management
- Billing & meter reads
- Service connections
- Payments & collections
- Rate management
- Conservation campaigns
- Wholesale settlements
- Capital projects
- Document mgmt

Customer service departments are the frontlines of managing relationships with customers. Designed to empower Customer Service Representatives (CSRs) with personalized and consolidated views into all account statuses and histories, NorthStar's robust, reliable and highly configurable CIS serves every customer service interaction with ease. From new account set-up to credit history profiling, NorthStar is proud to support utilities in successfully managing millions of customer accounts and utility bills every month, even in complicated deregulated markets and from alternative energy sources.

Automating redundant and monotonous tasks, so staff can focus on priority customer service needs, delivers a quality and consistent customer service experience. Guiding users through best practices workflows and validations streamlines routine tasks and ensures integrity of account information. Self-serve configurability of key values, screens and menu items saves costs and delays often associated with custom software development.



## NORTHSTAR Financials



### Key Components

- Accounts payable
- Miscellaneous AR
- Cash collections
- Receiving
- Inventory management
- Warehouse requisitions
- Asset management
- And more...

Seamlessly integrated with NorthStar CIS, NorthStar Financials are specifically designed to help utility accounting professionals save time and money. Our solution supports the day-to-day tracking of your organizational and departmental funds and budgets. General ledger and budgeting functionality supports both fund and encumbrance accounting. Recurring journal entry templates, auto balancing and out-of-the-box reports helps streamline usability for even greater efficiencies.

The purchasing module provides a complete solution for managing the purchasing process from requisition to receipt of goods – encouraging strong purchasing control in both centralized and decentralized approaches. Job Costing aggregates costs from various sources which are confirmed against budgets to build comprehensive reporting. A comprehensive fixed asset ledger, with the ability to support both owned and leased assets, provides a variety of costing and depreciation options.

Customer Information & Billing  
Business Intelligence

Workforce Management  
Document Management

Consumer Engagement  
Professional services

**NORTHSTAR™**  
UTILITIES SOLUTIONS

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

[\(888\) 847-7747](tel:(888)847-7747)

[www.northstarutilities.com](http://www.northstarutilities.com)



## NORTHSTAR CustomerConnect (CC)



### Key Components

- View usage & bills
- Make bill payments
- Modify accounts & profiles
- Manage multiple accounts
- Receive offers, alerts & reminders
- Link social networks

Consumers are more connected than ever before and expect open communication and information at their fingertips. Utilities are looking for ways to engage with customers, enhance their customer service experience and take the relationships to the next level through transparency, empowerment and engagement. NorthStar CC enhances the mobile customer experience and turns passive rate-payers into active partners through a powerful and user-friendly customer web-portal available over smartphones, tablets or PCs. Users are empowered with quick and convenient access to the information that matter most.

Opportunities to leverage investments made and demonstrate value in smart-grid technologies enhances public perception and participation in key conservation programs. Consumer engagement also supports various government regulatory requirements related to access to and control of information. Offering consumers modern self-serve options, also provides operational efficiencies by reducing load on CSRs allowing them to focus on priority tasks such as key account management, billing anomalies and collections.



## NORTHSTAR mCare



### Key Components

- Real-time dispatch
- View status & progress
- Configure forms & validations
- Offline support & auto-connect
- Reporting, alerts & reminders
- Any device

Designed specifically to optimize in-field activities, mCare eliminates unnecessary paperwork and redundant data entry for significant return-on-investment. Seamlessly integrated with NorthStar CIS, service order information flows seamlessly from the office to the field and back over preferred wireless carriers and devices. If a connection is lost, mCare works offline then, once a connection is reestablished; mCare automatically reconnects and transfers data without the need for manual processes.

NorthStar's mCare offers measurable reductions in overhead and administrative costs related to manual paper-based dispatching, overtime and non-productive idle times. Dispatchers gain valuable insights into field-staff statuses, locations and workloads to address daily operations challenges. This visibility also provides improved safety and security for operations staff.



## NORTHSTAR Business Intelligence (Bi)



Empower staff by leveraging investments made in every enterprise system to reveal insights, opportunities and anomalies in operational and business data. NorthStar Bi, a comprehensive reporting, dashboarding and analytics solution, includes an enterprise data warehouse connected to an intuitive, mobile-friendly app.

### Key Components

- Choose from templates
- Connect to all enterprise systems
- Any browser, operating system or device
- Internal and/or public facing
- Community oriented sharing
- Site licensed

Clean, store and convert data into situational awareness that enhances both day-to-day and long-term strategic decision-making capabilities. Cost savings are achieved through reducing custom report development and unnecessary licensing credentials. Users can measure key performance indicators (KPIs) and set company goals based on industry standards. Timely and relevant insights and alerts also support compliance with regional and federal mandates.

NorthStar Bi offers a variety of industry specific pre-configured templates to choose from as well as the ability to easily create your own and share them with others.



## NORTHSTAR Professional Services



Modern utilities, focused on providing affordable and reliable services to consumers, are increasingly under pressure to do more with existing resources. Challenge is, simply keeping up with day-to-day operations, which often takes priority over new initiatives and long-term strategic planning, may cause delays and tie up key staff members.

### Key Components

- Technical services
- Utilization reviews
- Disaster recovery
- Custom report writing
- Upgrades and patches
- System integrations
- Modifications & configurations
- And more...

NorthStar's team of industry professionals and subject matter experts are available to support your organization achieve key objectives by freeing up key resources allowing them to focus on other priorities. NorthStar has built a considerable knowledge base of best practices around project management and implementation services specific to the utility industry. Through the implementation of hundreds of systems, many integrated to a number of other systems and in a variety of environment types, NorthStar is uniquely qualified to offer comprehensive professional services to those looking to leverage NorthStar resources.