

# Customer Service Module

## Modam®

Meter Data Management Software

## Overview

Customer Service is one of the Modam platform modules that encompasses all customer processes that deal with utility companies (e.g., customer registration, new branch request, meter replacement, meter relocation, ownership change, meter inspection and testing, general billing, etc.) thus speeding the processes and easing legal customer matters management. This module also manages the financial issues of the customers by keeping track of the debts and credits. Customer service module benefits from powerful BPMN engine, enabling workflows to be modularly manageable and eases the development and delivery of workflows and provides unlimited number of workflows related to utility company. Customer Service module provides cartable system that provide employees and specialists easy means to check and act on tasks assigned to them.

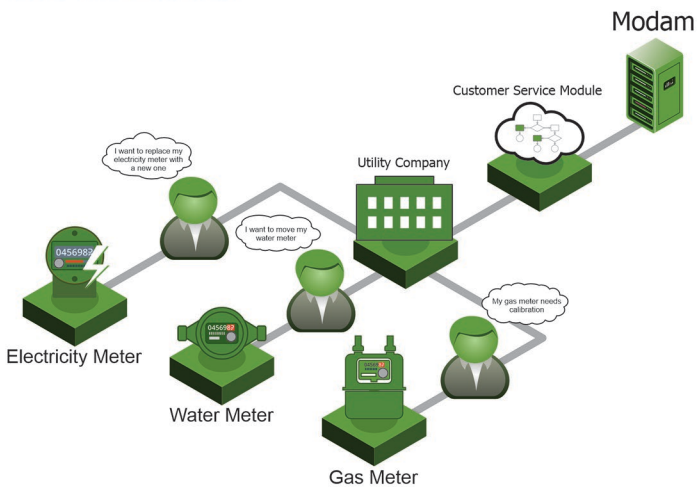
## Advantages

- Complete customer information data entry and management
- Modular Design
- Performing all customer legal processes
- Comprehensive and Dynamic reports
- Tariff management
- Customer debit / credit management
- Intuitive user interface, reducing training and operating costs

## Smart Energy Grid

Having a smart network that collects volumes of data from residential and commercial electricity, water, gas and heat meters and is able to configure them, utilizing a robust communication core, data and customer management, and billing solution is essential for the utility sector. Providing secure, accurate and reliable data, Modam delivers operational efficiency that defines new frontiers to the business value.

Systems that operate with multiple isolated systems and databases, are prone to great bottlenecks, data losses and IT problems which lead to unoptimized resources, increasing staff and management costs thus reducing the efficiency of the whole system. Making the whole system as one integrated smart, fast, reliable and optimized smart network reduces the costs of field service, transferring data, providing real-time data needed for managing and growing the grid infrastructure to whole utility sector and customers.



Improving grid reliability, operations and customer satisfaction means collecting, validating, analyzing and acting on quality smart device data securely maintained in your data management system. To make these business activities function seamlessly, utilities rely on a data management system. Data management systems provide an ideal remedy that creates a system of record where consistent, secure and auditable processes are enforced, and where all users and external systems can access accurate and reliable data from smart meters.

## Modular Design

Customer service is one of the Modam platform modules that encompasses all customer processes that deal with utility companies (e.g., customer registration, new branch request, meter replacement, meter relocation, ownership change, meter inspection and testing, general billing, etc.) thus speeding the processes and easing legal customer matters management. This module also manages the financial issues of the customers by keeping track of the debts and credits.

Customer service module provides cartable and workflow system that provide employees and specialists easy means to check and act on tasks assigned to them. Modam benefits from powerful workflow BPMN engine which enables developing all customer needed workflows and can provide modular workflow management and development.

Other than customer related workflows which in many cases are routine in all utility companies, all other internal workflows and even custom flows which are conducted in utility companies can be easily implemented in Modam and used. This enables utility companies to have all their work routines all in one solution, reducing many maintenance costs.

## Customer Information Management

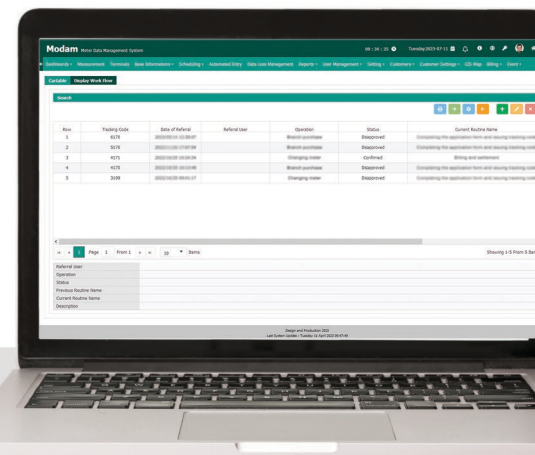
For any energy distribution company, the complete and valid information data entry of each customer is an essential part of information management. Whole customer information and identification (e.g., personal information, address, geographical coordinates of the installation location, complete specifications of the installed meter, subscription number, subscriber contract information, etc.) definition and management is done in Customer Service Module. All the registered information can be retrieved by practical and comprehensive, fast and smart reports.

## Performing all customer legal processes

To perform Customer Service operations such as new customer registration, new branch request, meter replacement, moving the meter, changing ownership, inspection and meter testing, issuing bill and etc., depending on the type of business (such as electricity, water and gas), there are steps and procedures to be followed and different operational experts are needed to perform during each referral stage.

The cartable system benefiting from powerful BPMN engine, which is implemented in the Customer Service module, is fully capable of managing all Customer Service operations through defined workflows. In each procedure, there is a form that the system user fills or acts and refers to the next relevant expert depending on the workflow step and type.

The Customer Service BPMN engine provides utility companies all-in-one platform for all their workflows and data in one place.



## Tariff Management

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The consumption of the customers is calculated and billed using certain factors such as use-type, tariffication fee, region-specific factors and etc. Billing systems need these factors to calculate the customer consumption as bills. The bill calculation formulas usually won't change and their change rate is once every couple of years in utility companies, but the tariff fees, use-types and many customer-related factors can change at any time depending on the state of the customer and consumption.

Modam provides dynamic and user-friendly management of all customer tariffication parameters, enabling utility managers to have all their tariff data up-to-date.

## Customer Debit / Credit Management

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Keeping track of customer financial transactions are one of the essentials of customer management systems. This system enables utility managers to easily access customer-utility financial records and solve payment debates. Also, all Billing systems rely on customer debit/credit data for generating accurate bills which is the bottleneck of many utility companies.

Customer payment and credit information are managed in this section. As billing system attempts to calculate bill for a customer, all customer related data is collected from this module plus customer debit/credit data and then is used to issue bills.

## Intuitive user interface, reducing training and operating costs

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## Technical Specifications

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- System architecture: Layered with logical subsystems, and SOA based
- Implementation platform: Web Base, Browser and device Independent
- Database: RDBMS with SQL Server 2019
- Communication with other related systems: SOAP with WCF
- Framework: .Net Framework 4.5
- Programming language: C#



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