Self-Serve Portal Evolution

~2004-8
eCare 1&2

~2010-12
CC 1&2

2017
CC 6
The New Customer Connect
You Spoke We Listened

The new Customer Connect self-serve portal will improve **user adoption** and **increase user engagement** with your utility…
You Spoke  We Listened

The new Customer Connect is a self-service web portal that connects customers with your utility on any device.
Modern and simple user interface

- Fully adaptive technology/working both on mobile and desktop browser (HTML5 and DNN)
- WCAG 2.0 Compliant (Web Content Accessibility Guidelines)
- AODA Compliant (Accessibility for Ontarians with Disabilities Act)
You Spoke We Listened

Robust solution

• Reduce duplication of data through tighter integration to the NorthStar database via our secure REST API.
• Supporting multiple SSO formats (ex: OAuth, Saml)
• Strong Password Encryption
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Fully Integrated (Near Real-time)

• Payments
• Service Orders
What is **new**?

- View Bills & Pay Bills
What is **new**?

- Setup Auto-Pay (PAP)
What is **new**?

- Service Orders Forms (Move-in/out/transfer)
What is new?

- Monitor Usage Consumption
Demo