

NORTH|STAR™

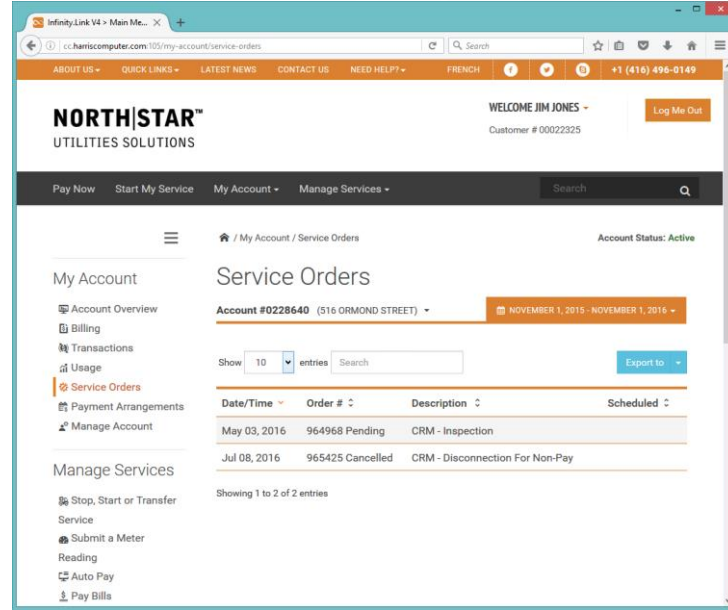
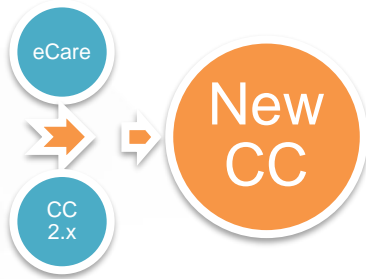
Customer Connect V6

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Self-Serve Portal Evolution



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.



You Spoke We Listened

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



You Spoke We Listened

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



