

# NORTH|STAR™

Ram Siva | Product Specialist

Ron Bentley | Product Manager

# About NorthStar

- **Founded 1976**
  - Original Harris business unit
- **Developed & delivered in NA (100 staff)**
- **100% focused on meter to cash for utilities**
- **Serving over 300 customers**
  - 3.5M+ daily active accounts
  - 8M+ bills every month
  - 200+ interfaces completed

# NorthStar References



# NorthStar Solutions

## CIS

- Customer care & account management
- Service connections & moves
- Payments & collections

## mCare

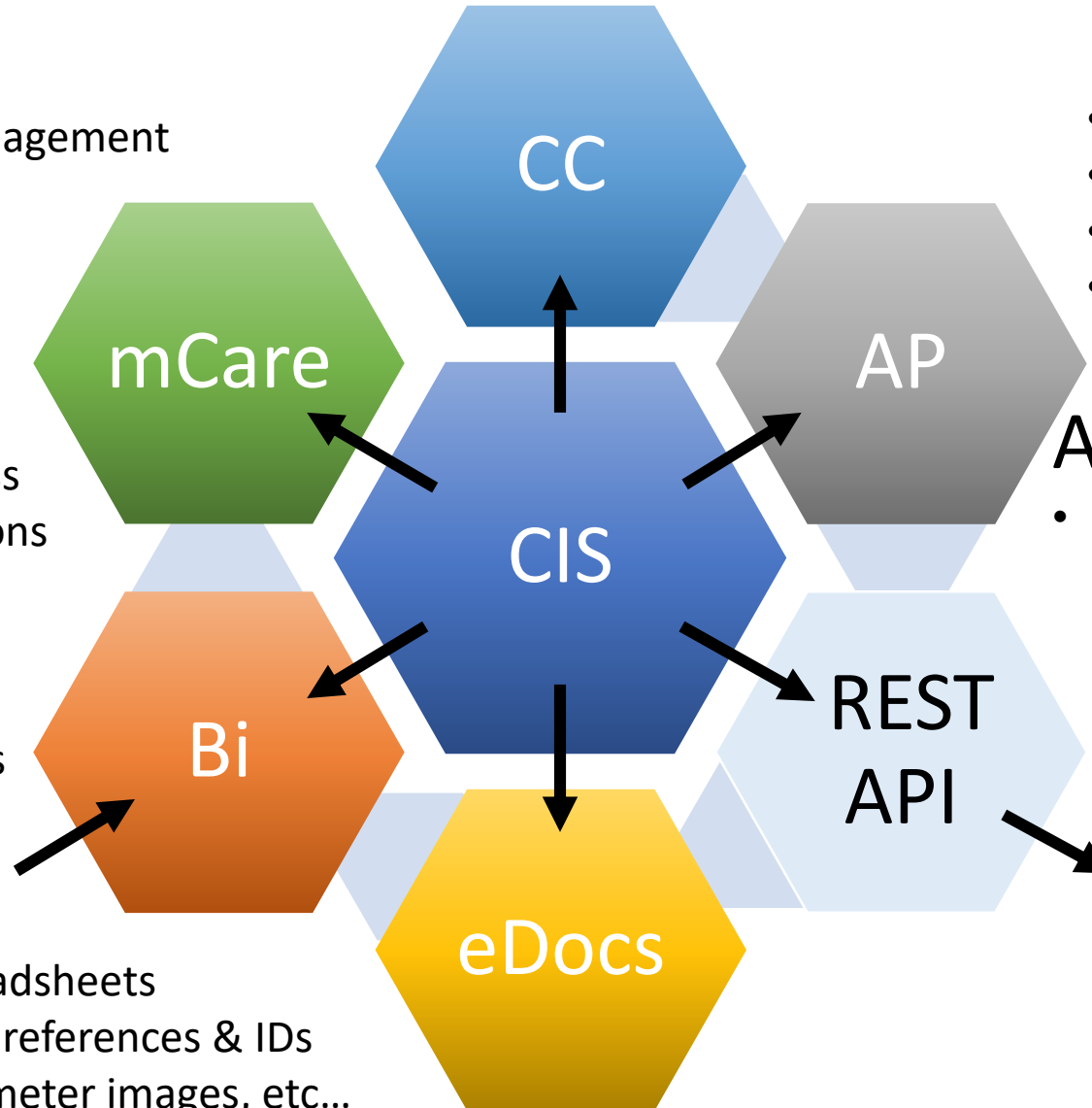
- Real-time dispatch
- Worker/work status & progress
- Configurable forms & validations

## Business Intel

- Enterprise data warehousing
- Templates & configure themes
- Trending & forecasting

## eDocs

- Relevant account docs & spreadsheets
- Account emails, letters, credit references & IDs
- Premise layouts, schematics, meter images, etc...



## Customer Connect

- View usage & pay bills
- Manage accounts & profiles
- Programs & campaigns
- Reminders, alerts & socials

## Automation Platform

- Automation of routine tasks
  - i.e. Move in/Move out
  - i.e. Updating accounts overnight
  - i.e. SO generation on disconnect

## REST API (Site)

- Connect to any system
- Secure and encrypted
- Webservices

- Solution
- Demonstrations

