



FusionR Utility

Business support system for public utility service providers

Enterprise Resource Planning | Customer relationship management | Customer service | Billing | Revenue assurance



The **FusionR Utility** ERP and BSS system provides a comprehensive solution for water, sewage, teleheating, property management, and waste management utility service providers.

FusionR Utility's functions extend to enterprise resource planning, customer relationship management, service- and product management, mass billing, and revenue assurance. Its scalability enables it to support geographically extended companies, servicing hundred thousands of customers.

FusionR Utility establishes the foundations of customer-centered, auditable and efficient operation. With its help, public utility service providers can operate according to legal regulations, and high quality standards.

R&R Software offers nearly 30 years of business and IT experience within the **FusionR Utility** system.

2 Industry-specific functions

Divisions in a unified system

FusionR Utility's functions extend to enterprise resource planning, customer relationship management, service- and product management, mass billing, and revenue assurance. Its scalability enables it to support geographically extended companies, servicing hundreds of thousands of customers.

FusionR Utility enables centralized, consolidated control and management over diverse service portfolios, companies or divisions.



ERP + BSS + CRM + BI

Enterprise resource planning, business support, customer relations management, and business intelligence functions are all integrated in FusionR Utility - covering customer relationship and billing procedures, finance, accounting, inventory and asset management, planning, controlling, and management information functions.



Customer focused service

With the help of FusionR Utility, customer focused service can be provided: easier customer service procedures, convergent billing of diverse services, and centralized revenue assurance for the complete service portfolio.

New channels can be opened up for customers towards customer service: meanwhile, the central registry of these channels makes them auditable, and their quality can be controlled.



3 Flexible and customized solution

Customized procedures and functions

R&R Software's experts set up the **FusionR Utility** system according to the service provider's exact requirements.

Thanks to its scalability, **FusionR** can be installed as a "single server" configuration, or as a physically and logically shared, high performance cluster environment, servicing hundreds of thousands of customers, and managing their data.



Built-in best practice

FusionR Utility is the result of R&R Software's 25 year experience in developing, implementing and supporting ERP, BSS and CRM systems.

The continuous upgrades containing industry best practices are delivered by R&R Software's well-organized and experienced team of consultants and software engineers.



Worthy investment

FusionR Utility and R&R Software's maintenance services always fulfill the requirements of the constantly developing regulatory, technological and business environment.

R&R Software offers support, maintenance and development services especially for the service provider's customized **FusionR Utility** system: so new versions won't have to be re-implemented.



4 Market leading technology

Mobility and field work

FusionR Utility can be accessed from any device with a web browser – even a smartphone or a tablet – and an internet access. Broadband connection is not a requirement. This can be useful during home office sessions, or field work.

FusionR SFA is an operative CRM and FFA system – optional to the **FusionR Utility** – which provides customer relationship management and meter reading functionality even in locations not covered by mobile internet networks.



FusionR Utility Cloud

FusionR Utility's state of the art web technology and R&R Software's Cloud service enable service providers to employ the system as a service.

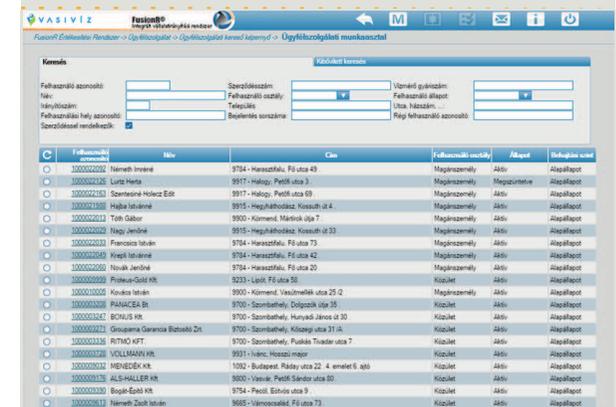
FusionR Utility Cloud's advantages are lower initial costs, and predictable maintenance costs.



Ergonomic interface

FusionR Utility provides easy to use interfaces: since all system components are integrated, the screens are also unified, and optimized for use cases.

FusionR Utility provides user role based, parameterised interfaces and procedures - so unnecessary data, or unauthorized functions never obstruct the user experience and efficient work.



5 Quality and Security

Security

FusionR Utility protects stored data from unauthorized use. The system's integrity is provided by built in pro-active, active and passive defense mechanisms, and a sophisticated user right management subsystem. **FusionR Utility** can be integrated with enterprise level IT security devices and systems.

R&R Software ensures the closed and dependable operation of **FusionR Utility** with recurring security audits by a third party company, carried out for the integrated security mechanisms, application components, and the complete software release process.



Quality controlled implementation

R&R Software uses implementation methodologies governed by PMI (Project Management Institute) guidelines, and quality controlled by an ISO system.

R&R Software offers implementation projects with the trio of keeping quality, costs and deadlines in check, utilizing the best components of "waterfall" and "agile" methodologies.



Logged operation

FusionR Utility stores all data and their modifications chronologically to protect its integrity, and to track back misuse.

FusionR Utility logs all human and machine interactions by observing the laws applying to personal data protection.



6 Customer in focus

Legal compliance

Legal compliance is provided by R&R Software's software maintenance service - this way, new **FusionR Utility** versions are available in time to fulfill the new requirements.

R&R Software consults with its utility customer before the changes, and supports the implementation of updates.



Servicing unique customers

FusionR Utility supports regulatory compliant utility service, even with numerous customers - but it also supports handling exceptions.

FusionR Utility enables the management of large customer numbers, segmented with many criteria, for example: premium customer, customer using unique services, customers in unique environments, customer receiving social assistance, etc.



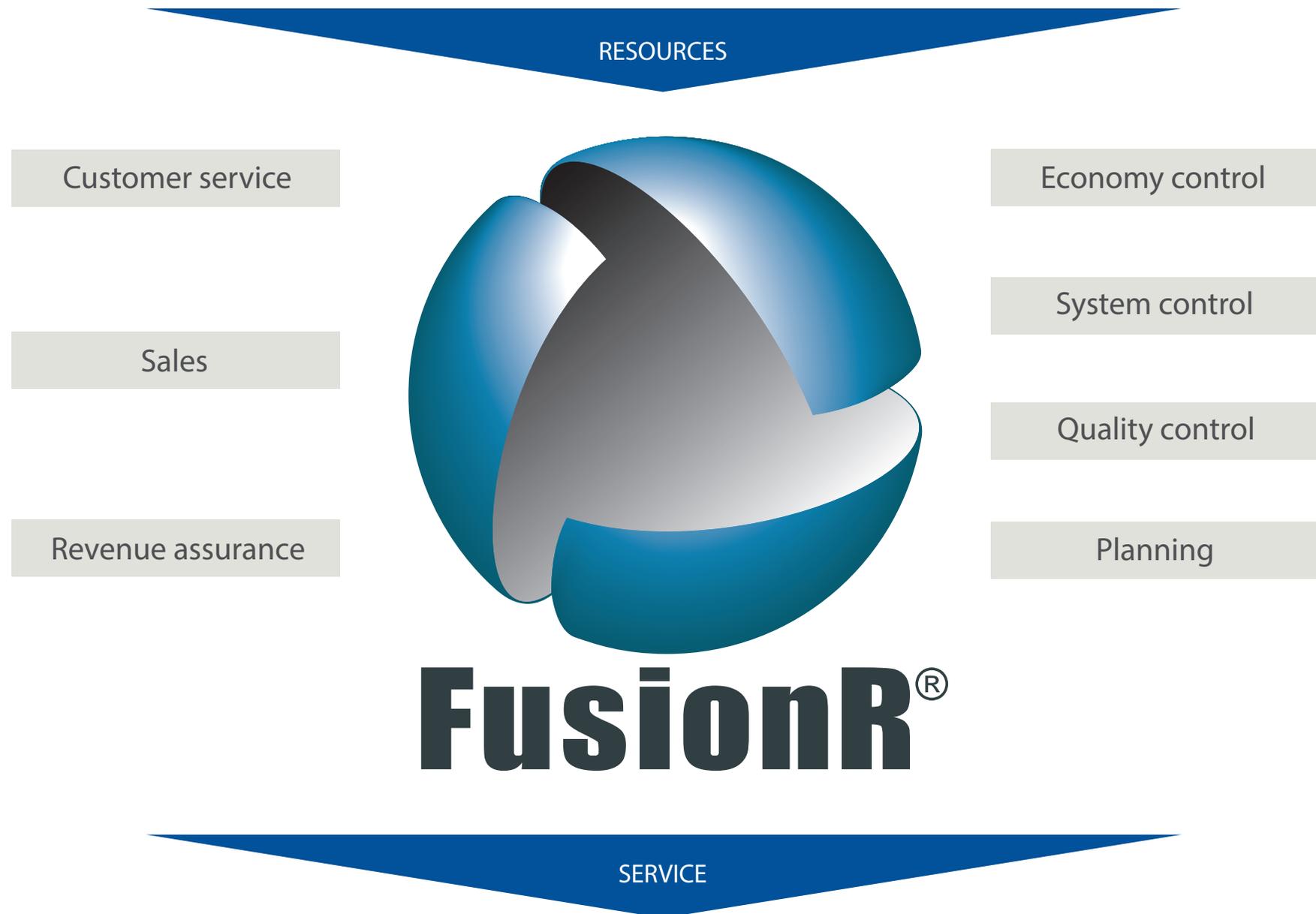
Leads and schedules work

With the help of **FusionR Utility**'s integrated workflow controller, daily work processes can be controlled, supported, and monitored.

FusionR Utility establishes the foundations of managing planned and unplanned events, while observing the public utility service providers' internal regulations, and legal compliance.



7 FusionR Utility's functions (overview)



8 FusionR Utility's functions (overview)

Customer service

- Cash register
- Document management
- Reports: pre-defined queries
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Product registry
- Price and discount registry
- Service usage data collection and processing
- Teleheating metering management
- Meter reading support with mobile devices
- Area and location management
- Meter change control, task planning
- Customer account management
- Customer social assistance registry
- Utility connection budgeting
- Bill printing
- Electronic invoicing
- Electronic document management interface
- Data warehouse interface
- Customer service portal interface
- Data exchange interface

Sales

- Customer account management, billing
- Planning, calculation, controlling
- Sales
- Inventory management
- Document management
- Reports: pre-defined queries
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Product registry
- Price and discount registry
- Service usage data collection and processing
- Teleheating metering management
- Meter reading support with mobile devices
- Area and location management
- Meter change control, task planning
- Price calculation, pricing
- Mass customer billing, process control and monitoring
- Customer account management
- Utility connection budgeting
- Mass bill printing locally
- Bill printing
- Printing service interfaces
- Electronic invoicing
- Electronic document management interface
- Data warehouse interface
- Customer service portal interface
- Data exchange interface

Revenue assurance

- Customer account management, billing
- Revenue assurance: claims management, workout
- Bank account management
- Cash register
- Planning, calculation, controlling
- Document management
- Reports: pre-defined queries
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Customer mass billing, process control and monitoring
- Customer account management
- Collection and payment management
- Customer social assistance registry
- Bank registry, electronic banking interface
- Depreciation management
- Write-off management
- Printing service interfaces
- Collection letter, interest letter printing
- Electronic document management interface
- Data warehouse interface
- Customer service portal interface
- Data exchange interface

9 FusionR Utility's functions (overview)

Economy control

- Business master data registry, financial master data
- Customer account management, billing
- Revenue assurance: claims management, workout
- Supplier account management
- Bank account management
- Cash register
- General ledger
- Planning, calculation, controlling
- Budgeting
- Budget management
- Investment management
- Sales
- Procurement
- Inventory management
- Asset management
- Vehicle registry and settlement
- Organizational resources
- Document management
- Reports: pre-defined queries
- Depreciation management
- Write-off management
- General ledger posting
- ERP interface
- Electronic document management interface
- Data warehouse interface
- Data exchange interface

System control

- Planning, calculation, controlling
- Investment management
- Inventory management
- Asset management
- Vehicle registry and settlement
- Document management
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Area and location management
- Meter change control and task planning
- MIR interface
- LAB interface

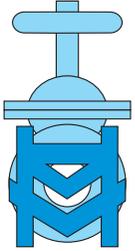
Quality control

- Document management
- Invoice quality control
- Customer service procedure SLA control
- Work process control and monitoring

Planning

- Planning, calculation, controlling
- Rolling planning
- Reports: pre-defined queries

10 FusionR Utility references in Hungary

Heves Megyei Vízmű Zrt.	Nyírségvíz Zrt.	Pannon-Víz Zrt.	VASIVÍZ Zrt.
			
			
GYŐR-SZOL Zrt.		Sopron Holding Zrt.	SZÉPHŐ Zrt.

11 Contact

R&R Software develops and delivers integrated business applications that manage, support and control enterprise processes. The one hundred percent domestically owned R&R Software, founded in 1991, has been profitable from the beginning: it has a revenue of more than 3 billion HUF a year and an expert base of more than 200 people. Independent market researchers rank it among the largest domestic business application developers. As the leader and partner of purpose-built Hungarian IT Consortiums, R&R Software involves, manages and motivates hundreds of Hungarian experts who are the best in their respective competency fields, with the goal of identifying and supplying high-impact export projects to developing countries, and ensuring their sustainability by delivering knowledge along with the technological developments.

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