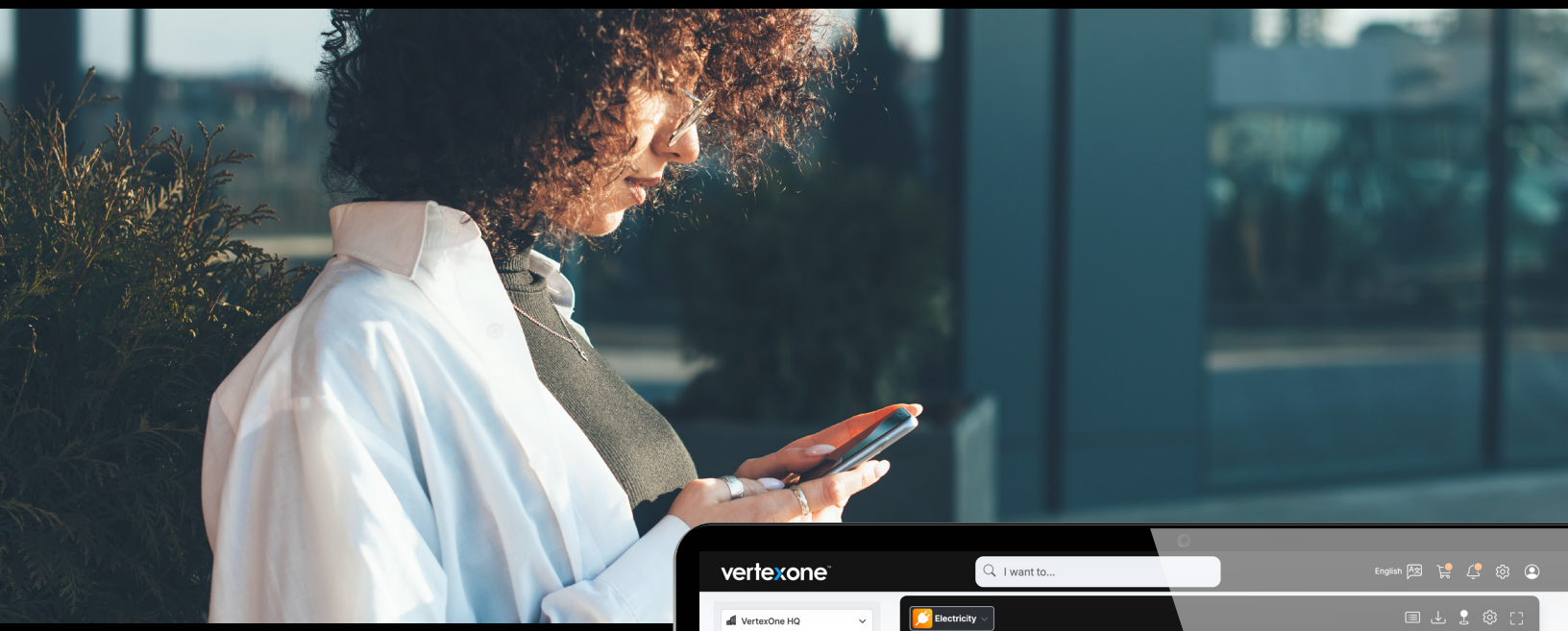
vertexone





EMPOWER YOUR CUSTOMERS

Give them the state-of-the-art, digital, self-service experience they expect, and the powerful, actionable data they deserve.

Transform Data Into Action

Improve Customer Experience

Increase Customer Satisfaction

Engage, Empower, Succeed

With VXconnect, your customers are able to make the most of your services. From bill pay to usage tracking to resource saving, you and your customers benefit from powerful engagement.



YOUR CUSTOMERS

Smart, actionable data

- Understand their consumption patterns, motivating them to adopt more efficient behaviors.
- Proactively manage their utility usage, potentially reducing costs and conserving resources.

Mobile focused

- Receive a seamless, consistent and convenient customer experience.
- Manage their utility accounts, pay bills, and track usage from anywhere, at any time.

Complete configuration

- Benefit from a consistent experience even as their utility makes adjustments to meet new customer or operational needs.

Improved customer care

- Have quicker issue resolution times through self-service, reducing the need to contact customer service.
- Enjoy streamlined bill payments, requests, and updates, making for efficient interactions with their utility.

Greater efficiency

- Access all of their utility services through a single interface, simplifying their interactions and saving time.
- Reduce their environmental footprint and utility bills.

Community engagement

- Track the impact of their usage and their utility programs on their community, fostering a sense of responsibility and contribution.
- Participate in rewards or recognition programs that align with their values.



YOUR BUSINESS

- Inform and empower your customers via alerts, texts, and email.
- Motivate customer behavior with the industry's most robust AMI data presentation engine.
- Stay current with a true SaaS model.

- Exceed customer expectations with a best-in-class experience.
- Meet customers where they are, encouraging enrollment and engagement.

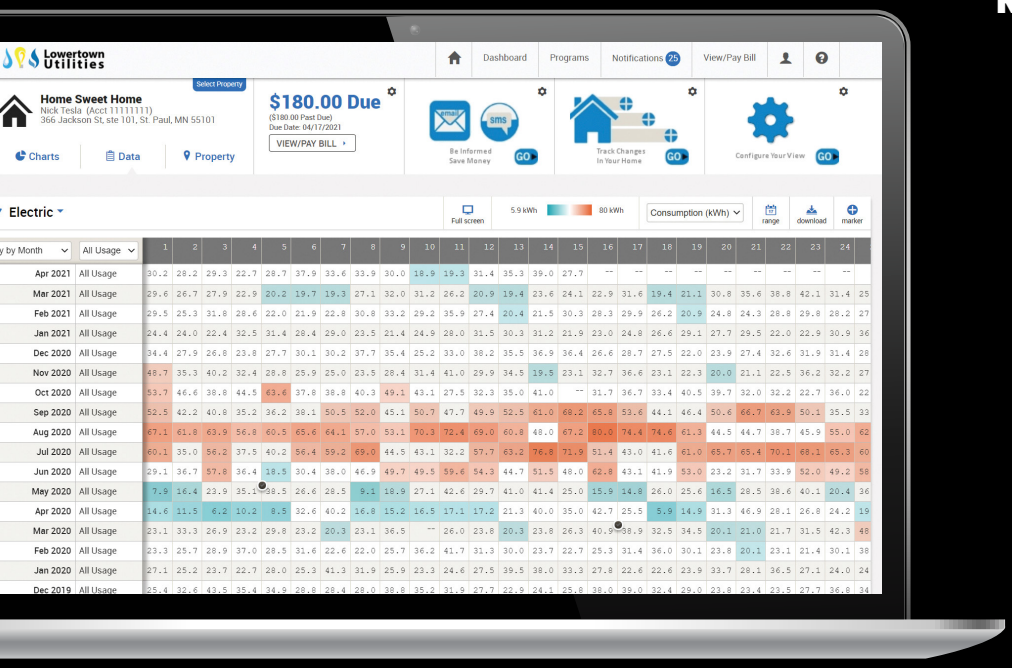
- Establish a tailored platform that can expand as your needs grow.
- Brand it with your logo.
- Localize your offerings for native speakers in any market with simple language adaptations.

- Reduce call volumes.
- Offer easy payment systems and self-service tools.
- Increase customer engagement and satisfaction with a complete CSR tool.

- Consolidate all your services into a one-stop-shop interface.
- Maximize infrastructure investments.
- Save energy and water, meeting your goals with proven results.
- Lower customer care costs.

- Track impact.
- Strengthen communities.
- Inspire behaviors.
- Reward high achievers.

Get More With VXconnect



Real people, real results.

Working with us means you get an agile team of experts who are hyper-focused on your every need.

Configured just for you.

Your needs are unique. That's why we provide an adaptable platform with more features, configuration, and flexibility than anyone else in the market.

Added value.

Count on us to deliver outcomes that are consistent, reliable, and accurate.

Get all the modules you need

VXconnect can integrate with a wide array of CIS, OMS, MDMS, and payment processing systems.

- Bill payment
- Bill presentment
- Start/stop/transfer service
- App, text, and email alert capabilities
- Service requests and updates
- Utility-branded mobile app
- Service requests and updates
- Rate analyzer
- Alexa Skill
- Pay-as-you-go
- Conservation actions
- Program enrollment and management
- ENERGY STAR™ Portfolio Manager
- Whole building benchmarking
- Green Button Connect

Experience is Everything

More than 100 electric, water, and gas utilities across the globe choose VXconnect as their scalable, future-proof, digital customer engagement platform. Here is what they have to say:



Great user graphics on meter usage. Takes the mystery out of water and energy consumption!

• • •

Thank you for the on-time and stress-free Go-Live! Our customers love the functionality and ease-of-use!

• • •

This is the customer-focused solution we were looking for when we began the transition to digital self-service, and it has more than met our customers' approval.

• • •

Nice to finally have an app. Good UI, relevant info on the front page.

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