

Interfaces

Customer Management Systems in utilities contain information that is relevant to other systems or they themselves are consumers of external information.

Systems such as ERP, GIS, asset management, telemetry and document management, are examples of applications capable of integration or of interfaces, via parameterization or through the existence of common attributes, enhancing proactivity with customers and maximising process quality and efficiency.

Document Management Interface

- Viewing of letters, faxes, e-mails and other documents from the correspondence module;
- View billing documents sent to customers (bills and credit notes);
- Issue of duplicates;
- Ability to locate a document, its progress and associated replies.

Interface with GIS – Geographic Information System

- AQUAmatrix permits on-line viewing of customers affected by interventions in the distribution network involving supply suspensions;
- Ability to automatically send a fax, e-mail or SMS to customers with high sensitivity to supply disruptions (hospitals, clinics, hotels, etc.)
- Spatial visualisation, through AQUAmatrix, of an area affected by a suspension;
- Spatial visualisation of meter reading route.

Interface with ERP – Enterprise resource planning

- Parameterization of the interface combining Customer system criteria with Accounts, Cost Centres and ERP Activity;
- View Maps and integration Logs.