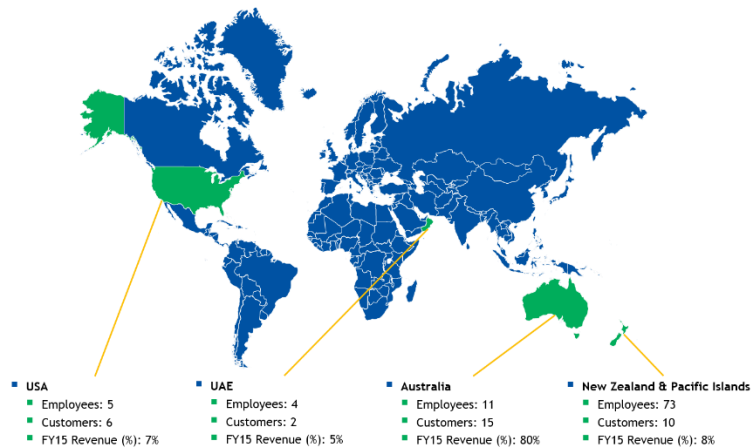
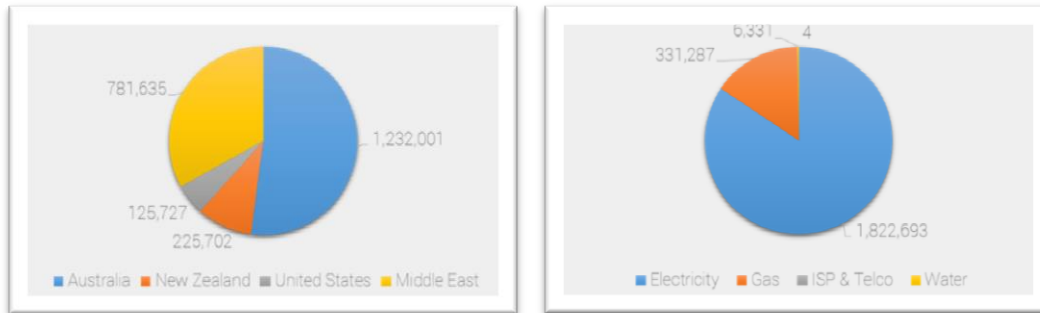




## Section 1 | Introduction to Agility CIS

Agility CIS Ltd (Agility) is a utility-industry solution provider, serving retail utility providers in Oman, United Arab Emirates, New Zealand, Australia, United States and Tonga. Since 1998 we have been developing, integrating and supporting our range of meter to cash utility solutions. In 2015 we will launch our latest generation of Agility solutions, the ENGAGE Customer Information System, bringing to fruition over 15 years of industry experience and technological innovation. Today, over two million residential and commercial customers are billed by the Agility solutions worldwide.



Agility is well supported by a team of nearly 100 multi-talented IT professionals with extensive experience in a range of industries, including utilities, manufacturing, insurance and finance. This broad coverage of skills helps Agility to foster innovative solutions to industry problems, and identify operational process improvements.

## Section 2 | Orion

Orion is a customer information and billing solution that has proven capability in the Australian electricity and gas markets. Orion manages everything from meter to cash and all stages in between, including prospecting and sales.

### Prospecting and Quoting

The Orion online prospecting portal allows prospective customers and external sales people to generate instant quotes. The portal provides an interactive online option for utilities to promote their products and services.

Key features include:

- Secure login for external sales agents
- Online capturing of prospective customer information
- Customisable campaigns and products differentiated by each customer segment
- Online viewing and instant emailing of quotes
- Quote tracking and management
- Customisable site skinning to match corporate branding standards

### Orion CRM

The Orion CRM module is the core of the Orion system. Customer information is captured and displayed allowing instant, intuitive access to all billing, pricing, call centre and credit control functions.

Key features include:

- Customer management
- Customer contacts
- Track customer interactions
- Campaign management
- Document storage
- Mail merge integration with MS Word
- Integrated security system
- Report management
- Process and interface management
- Maintenance of lookup/reference tables and pick lists

## Utility Billing

Whatever your business, Orion is equipped with the carefully designed features you need to ensure your business runs smoothly.

### Utility Billing - Electricity, Gas, Telecom, ISP and Water

- Configurable billing exception management
- Allocating network and wholesale cost information against whether it lines or meters
- Managing one-off and recurring charges.
- Importing and validating meter reads (or in Telecom, call detail records).

### Telecom Billing

- Allocating and maintaining telco rental and call detail record rating

### Gas Billing

- Allocating and maintaining gas daily and meter level tariffs
- Maintaining meter reader and meter route information.

### Water Billing

- Maintaining daily and meter level tariffs
- Managing meter reader and meter route information.

### ISP Billing

- Allocating and maintaining ISP usage information.

### Electricity Billing & Advanced Metering

- Allocating and maintaining electricity daily and meter level tariffs
- Managing demand pass-through charges
- Managing meter reader and meter route information.
- Continual importing, validating and aggregation of interval meter reads
- Meter read estimation, wash up and versioning
- Configurable peak, off-peak and shoulder setup
- Provision of meter data or graphical information as a web service
- Automated archiving and retrieval of raw and aggregated meter data.

## Market Interfaces

The Orion market interface functionality supports complete integration with market hubs and administrative structures including the AEMO market hubs in Australia. It automatically generates the required market transactions and manages responses, updating Orion where required.

State	Electricity	Gas
Queensland	YES	YES
New South Wales	YES	YES
Victoria	YES	YES
South Australia	YES	YES
Australian Capital Territories	NO	NO
Tasmania	NO	NO
Western Australia	NO	NO
Northern Territory	NO	NO

Key features include:

- Acquisition of standing data
- Fully automated transfer processes, from request to switching
- Market notification validation and processing
- Market exception management and reporting
- Customer and site detail updates
- Business to business service order generation
- Business to business service order acceptance/rejection and completion

Reporting allows management to track customers through the transfer stages. Exception reports and workflows alert users any issues. Orion also includes full B2B management capabilities.

## Online & SMS Services

Orion supports online interfaces to serve users outside the office. Specific web interfaces have been developed for sales and prospecting functions. E-mail and SMS are commonly used to convey reports or urgent information to key personnel.

Key features include:

- Secure web logins granting access to just the information you need
- Full integration between web interfaces and the database: changes only need to be made once
- "Skins" easily customized to fit corporate look and feel
- Full audit tracking of changes

## Banking Hubs

Orion's file interfaces support direct connection with banking hubs, to handle payments and direct debits. Orion automatically imports receipts and exports direct-debit instructions, as required, with each billing run. This process is fully automated.

Key features include:

- Import of receipts when payments are made through a third party
- Automated issuing of direct debit instructions
- Automated handling of dishonoured payments

## Credit Management

The Orion Credit Management module maintains aged trial balances for all accounts, passing information through to the Orion CRM and utility billing modules. It manages a range of configurable automated credit collection activities.

Key features include:

- A range of receipting interfaces
- Direct-debit interfaces and functionality
- Delivery of credit control reports
- Control of credit management activities
- Interfaces with Debt Collection Agencies
- Connections to third party General Ledger software
- Presentation of aged trial balance, management and audit reports

## Reminders

Orion supports a range of automated credit control activities. Credit paths can be configured by customer segment, and can include treatment notices, outbound calling, SMS messaging and service order generation.

Key features include:

- Configurable treatment paths
- Flat file, and print ready treatment notices
- Post, email and SMS notice delivery
- Intuitive credit management screens
- Credit management dashboards
- Outbound calling schedules
- Disconnection schedules

## Payment Plans

The Orion payment plan component allows a range of plans to be generated to help manage debt repayments for customers experiencing problems paying their bills. An intuitive wizard makes it easy for customer service staff to create an individually tailored plan, offering easy analysis of different schedule options.

Key features include:

- Configurable payment plan restrictions
- Flat file, and print ready payment plan set-up, welcome and cancellation notices
- Post, email and SMS notice delivery
- Intuitive payment plan creation wizards
- Automated schedule calculation and adjustment

## Debt Collection Agencies

The Orion debt collection agency component allows a debt to be easily escalated to an external debt collection agency. It handles debt escalation, management and retrieval from multiple debt collection agencies.

Key features include:

- Multiple debt collection agency set-up
- Automated debt transfer
- Periodic debt reconciliation and analysis
- Automated debt retrieval

## Concession Validation

The Orion concession validation component allows concessions to be automatically validated with various government departments.

Key features include:

- Automated concession validation with Centrelink
- Automated concession validation with Queensland Department of Communities
- Automated concession validation with Department of Families & Communities