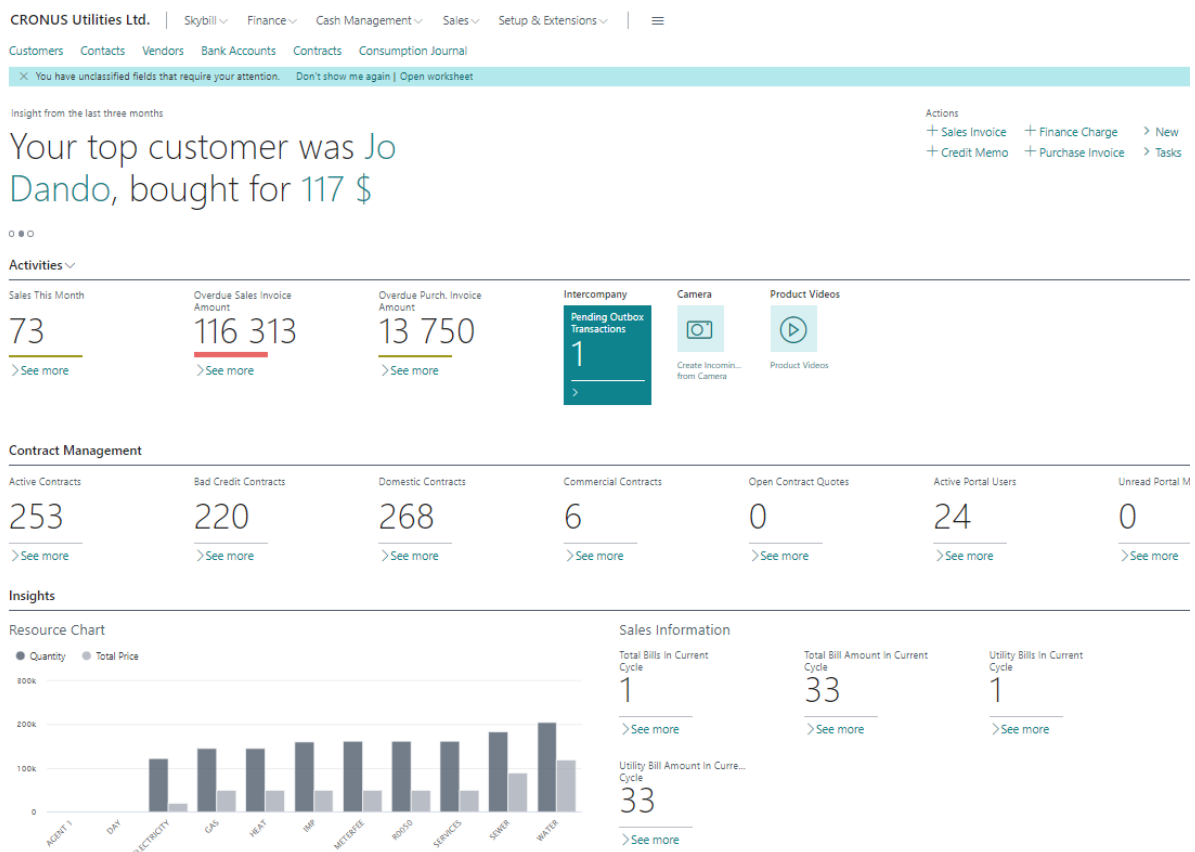# SKYBILL UTILITY BILLING –
YOUR COMPLETE UTILITY BUSINESS IN THE CLOUD

Operational efficiency and a great customer experience underpin all successful utility businesses. To excel in these areas, utility service providers need a capable billing solution that is designed for their industry and can be configured to their specific requirements.

Automating key processes throughout the meter-to-cash cycle is essential, from meter data collection right through to receiving payments. Utility retailers must also be able to rapidly introduce new services that fit household customers' lifestyles, such time-of-use (TOU) tariffs or prepaid plans. Meanwhile, your industrial / commercial (I&C) customers need more complex and customised tariff schemes. Self-service is also fundamental, so that customers from all segments can pay bills and manage their accounts online or on their mobile devices.

Many utility companies are also recognising the benefits of migrating their billing to Cloud-based services. With software-as-a-service (SAAS), there is no IT infrastructure to maintain or software to upgrade. You benefit from any new functionality as soon as it becomes available. Pay-as-you-grow licensing models help you run your business operations more efficiently too, improving the total cost of ownership of business support software and aligning your billing costs with customer growth.

We have built Skybill Utility Billing to meet the needs of all types of utility company. Skybill is a fully automated meter-to-cash solution for utilities, which can run your entire business efficiently in Cloud. Built on and incorporating Microsoft Dynamics 365 Business Central, Skybill fully integrates your ERP and billing operations. As a web-based service, Skybill is accessible from any device (desktop, tablet, mobile), without installing any software.

Skybill is ideal for utility companies who have outgrown their existing systems (e.g. Access, Excel, custom-built billing systems), as well as those who are launching as new suppliers in retail energy markets.

Benefits
Skybill Utility Billing enables you to:

Bill flexibly for any utility service	Optimise your meter-to-cash processes	Serve your clients better
❖ Bill for any utility service – electricity, gas, water, waste water / sewerage, & district heating ❖ Support industrial, SME & residential customers ❖ Launch new tariffs, such as time-of-use	❖ Cut operational costs with fully automated end-to-end billing processes, from collecting meter reading to receiving payments ❖ Eliminate error-prone manual processes to improve business efficiency	❖ Maintain a single view of your customer information with fully integrated ERP and billing, thanks to Skybill's Microsoft Dynamics 365 Business Central foundation

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- ❖ Improve revenue collection by offering prepaid plans
- ❖ Scale your customer base cost-effectively with a pay-as-you-grow SAAS model
- ❖ Bring new services to market more rapidly
- ❖ Make it easy for customers to pay their bills and contact you via the self-service web portal & mobile app

Key Features

Skybill offers a wealth of features, which can be configured to your individual needs.

Meter Management

- ❖ Manage metering devices (locations, serial numbers, status, etc.)
- ❖ Automatically collect meter readings via M-Bus gateways
- ❖ Alternatively, import meter readings from MDM systems or Excel spreadsheets

Microsoft Dynamics Foundation

- ❖ Built on Microsoft Dynamics 365 Business Central
- ❖ Easy-to-use and intuitive user interface
- ❖ Fully integrate your ERP, customer management and billing using the included Business Central subscription

Tariffs & Rating

- ❖ Powerful tariff configurator makes set-up of even complex tariffs easy
- ❖ Bill any utility service (electricity, gas, water, sewerage / waste water, heating)
- ❖ Supports postpaid and prepaid plans
- ❖ Apply consumption-based rating, fixed / step rates, TOU, periodic charges (e.g. standing/daily rates), discounts

Cloud Service

- ❖ Software-As-A-Service (SAAS) model – we take care of all the infrastructure, software & maintenance
- ❖ Hosted on our secure data centres in Latvia, or alternatively in public cloud (AWS, Microsoft Azure) or private cloud
- ❖ Access Skybill from anywhere via your desktop, tablet or mobile phone
- ❖ On-premises version available on request

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❖ Bill by customer, customer group, or property, on any periodic basis (e.g. monthly / yearly)

Customised Bills & Delivery

❖ Bill layouts are customised to your needs, and include your logo

❖ Combine service addresses in one bill or issue separate bills for each

❖ Issue bills by hard copy, email, SMS or client web portal

Customer Web Portal

❖ White-labelled portal can be customised for your brand (e.g. fonts, logo) and embedded in your website

❖ Mobile app for customers on the go (Android available, iOS coming soon)

❖ Clients can view and pay bills, track consumption, and submit meter readings

❖ Two-way messaging between clients and utility customer service representatives

Sales & Marketing

❖ Quotes for I&C customers

❖ Log all customer interactions

❖ Calculate agent sales commissions

❖ Outlook integration

Integration

❖ Skybill can be integrated with many other business systems, including ERP, meter gateway systems (e.g. M-Bus), meter data management systems, banks/ payment merchants, SMS / messaging systems

❖ Pre-integrated with popular payment merchants, such as Stripe, Payzone & PayEasy

Customer Portal (can be any language, colour or even design)

Why Skybill?

❖ **We understand the utility industry** and have been developing software solutions for utility service providers for over 15 years.

❖ **We treat every customer individually** and customize Skybill to your specific needs. Whether you serve residential, SME, or I&C customers, and offer just one or several utility services, we can configure Skybill for your business.

❖ **Our experienced team works with you** on site (or remotely) to get your business up and running quickly with Skybill. Greenfield energy suppliers can be ready to bill new clients within weeks. Our experts are also highly skilled in migrating client data from any legacy billing systems to Skybill.

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