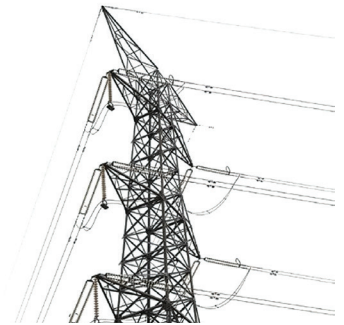


Avanade's Utility solutions—based on MECOMS™ and Avanade Transaction Management Services—help utilities and retail energy providers cut cost-to-serve and securely do business.



Executive Summary

The increased number of stakeholders and growing transaction complexity in the utilities market magnify the criticality of seamlessly and securely managing the flow of information from organization to organization. Local distribution companies, energy retailers, service providers, and independent system-operators, must all communicate with one another to deliver quality service to the end-consumer in highly competitive markets. Driving down operational costs, improving customer service and quickly bringing new products and services into markets are top priorities for utility companies today.

Avanade solutions provide a core set of business processes focused on automating your entire meter-to-cash processes. Our flexible offering for customer management, market interaction, metering, billing and collections capabilities enable you to:

- Run back and front office operations more efficiently
- Share data with business partners
- Serve customers better
- Introduce new products and services quicker
- Operate multiple commodities across multiple territories
- Implement the functionality you want, when you want and how you want it delivered (On-Premise, SaaS, BPO)

Solution Capabilities

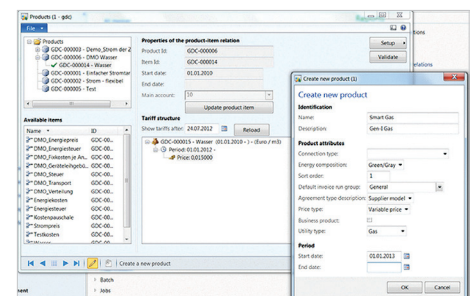
Avanade Transaction Management Services and Market Interaction

We provide a fully managed transaction management service that utilities and retail energy service providers use to manage the transfer, translation, and transformation of critical customer transaction data, so they can securely do business outside of their own networks. This exclusive outsourced service mitigates operational risk by providing value-added features such as: exception handling, personalized help desk, proactive transaction tracking, end-to-end process management, and audit services, as well as operations and regulatory management. Avanade Transaction Management Services enable organizations to fully outsource the communication and sharing of information seamlessly with their business partners.

Billing Services

Billing for complex products is a challenging proposition for most utilities. Accounting for regulatory, pricing and other market changes is cumbersome. Our MECOMS™ billing engine provides you with accurate and timely data that can be used for revenue protection and billing calculations. The sophisticated MECOMS™ billing engine was specifically designed

for utilities and retail energy providers, allowing you to quickly adapt to the challenges of deregulation, competitive demands, customer expectations and complex rate & billing arrangements. Base rate charges, consumption readings, demand reading, consolidated billing across multiple services and locations are easily supported.



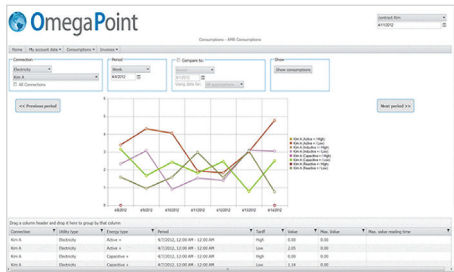
Customer Management

We offer clients a quick and complete view of all information related to a customer from contracts, meter readings, consumptions, invoices, payments, etc. Customer information is captured and displayed intuitively, allowing users reliable access to all billing, pricing and credit control functions. We also provide you with a set of portal capabilities through an easy to use web-based interface enabling a variety of self-service capabilities for your customers including online billing and payment service.

“We chose Avanade as a strategic partner for several reasons. Their ability to handle customized scenarios and deliver more personalized reporting makes them a clear market leader – one that can help Constellation Energy advance in today’s evolving and increasingly-competitive energy landscape.”

—Jeff Johnson, Manager of Corporate Applications, Constellation Energy

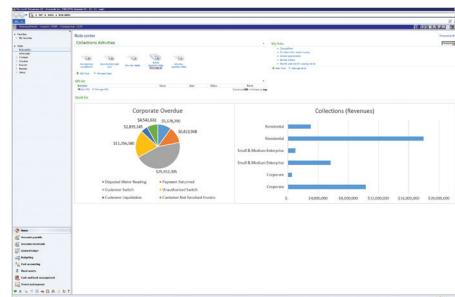
requests, correspondence tracking and issue and workflow management.



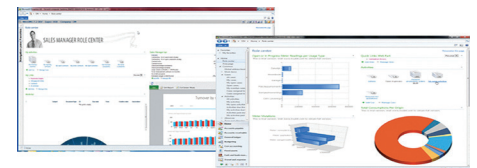
Collections

Gain financial insight, help control expenditures, and support the enforcement of accounting policies and rules by leveraging our financial management capabilities. We provide a fast and efficient way to register your financial transactions,

manage relationships between subsidiaries and the parent organization, and manage internal cost accounting. Integrated GL, AP, AR allow you to maintain your trial balances, create pay arrangements, interface with collection agencies, create appropriate management and audit reports around your credit collection activities.



Performance Management – BI and Reporting Give employees instant access to information with built-in reports, automatically generate custom reports and access a variety of standard analytical reports out of the box. Our solutions come with a fully integrated set of Microsoft Business Intelligence and Reporting capabilities that enable you to analyze the factors that affect your bottom line with flexible and customizable analysis tools. You can share the information throughout the organization and make effective changes and improvements.



Contact your Avanade sales team to learn more about Avanade’s Utilities Solutions or Search Utilities @ www.avanade.com.



About Avanade

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 29,000 professionals in 23 countries. Visit us at www.avanade.com.

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North America

Seattle
Phone +1 206 239 5600
America@avanade.com

South America

Sao Paulo
LatinAmerica@avanade.com

Africa

Pretoria
Phone +27 12 622 4400
SouthAfrica@avanade.com

Asia-Pacific

Singapore
Phone +65 6592 2133
AsiaPac@avanade.com

Europe

London
Phone +44 0 20 7025 1000
Europe@avanade.com