



IRIS Multi Energy System

Customer-centred system for companies selling energy and gas

IRIS Multi Energy System is a comprehensive solution for companies engaged in the sale of electricity and gas and other related products. Our software supports management of the entire customer life cycle, from customer acquisition, through supplier switching, billing, to contract extension. System users do not have to worry about the integration of multiple platforms. This is a comprehensive solution increasing sales results and improving the quality of Customer service in companies trading in electrical energy and gas.



with **Marketing** module you will prepare :

- electricity and gas products portfolio
- vast range of additional products
- cross selling and up-selling rules
- marketing and sales campaigns
- upsell offers in SelfCare
- E-commerce products



with **Customer Care** module you will:

- handle customer complaints
- supervise all contacts with the client
- provide high quality customer service
- create a complete customer profile - 360°
- define a customer service request management process
- manage the process of mass payments and debt collection



with **Sales** module you will:

- define goals and supervise their completion
- will supervise the current state of sales
- match products to the customer
- prepare offers and contracts
- renew and extend contracts
- manage sales channels



with **Billing** module you will:

- define billing cycles
- correct issued invoices
- determine discount rates
- acquire the measurement data
- collection and booking of payments
- choose the method of customer settlement

Why Customers choose our solution:

- Scalability – adjustment to business size
- Sectoral divide – adjustment to services required by power media
- Modernity – new technologies
- Security – highly secured access to applications and data
- Ease of use – simple and intuitive user's interface

What we can offer for you

No matter how big your business is you can start cooperating with us and within merely three months you can handle the processes yourself by means of our application. You will thus boost the efficiency of the undertaken activities and enhance the quality of Customer service.

- The system expands together with your business, so you do not bear any unnecessary investment costs
- You will stand out from the competitors and will inspire your business partners' trust.
- Our offer includes a comprehensive solution supporting sales and Customer service in the energy and gas market.
- A lot of energy companies use our solution and achieve their business targets.