



bid Utility Bill Portal

Reduce cost to serve, cost to acquire, and improve client experience with a single client view.



bid's Utility Bill Portal is a perfect solution for energy retailers, water utilities, municipal utilities and telecommunication companies looking to digitalize the client journey and gain a competitive cost advantage while improving client experience.

The Utility Bill Portal is a first, as it leverages the power of robotic process automation (RPA) to power its automated bill portal solution. This solution is specifically suitable for large complex multisites, corporate and industrial (C&I), Smaller and Medium businesses and Single Customers too and caters for any utility type.

It is a robust capable SaaS solution that is very quick to deploy and does not require any upfront capex to get started. Minimal IT integration is required, implementation is low touch and the platform is securely hosted on the AWS platform.

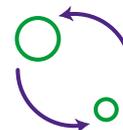
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For companies wanting to improve their client experience quickly with minimal amount of IT integration with reduced timeframes, the Utility Bill Portal can be ideal solution. Developing inhouse client portal solutions that cater for all the end users demands can be costly, timely and ties up valuable resources. Companies looking for a robust, tried and tested way to improve the client experience, NPS and provide the end user additional value add opportunities should consider solutions such as the bid Utility Bill Portal.

Key Features and Benefits



Improve end-user client experience, NPS, cost to serve and retention rates with an easy self-serve portal rich with history, reporting and insights.



Achieve real-time data completeness and integrity benefiting both retailers and end-users.



Automated audit & process assurance for the accounts payable team.



The robust SaaS solution can accommodate any data lake, billing system and integrate with retailers CRM.



Can easily be configured and customised with the retailers branding requirements to ensure a streamlined client journey.



Modular in nature, very light integration and no capex required upfront.



Retailer client service teams can resolve queries quickly by accessing the same historical information, data and analytics as the end user.



Additional end-user value add opportunities are available to improve energy/utility performance.



Increased Visibility

End users are able to easily gain visibility and access to all of their historical billing and usage data in just seconds, they are supported with more sophisticated key spend management reporting capability if required and they will be able to start exploring value-add initiatives available to identify additional cost-saving opportunities that extend further than just their utility commodity spend.

Ease of implementation

The SaaS platform is hosted on the secure AWS Cloud enables for the bid solution to be easily integrated and configured, meaning clients (and end users) can be up and running in weeks and start realising the benefits quickly.

Ease of Integration

If the retailer needs to integrate with a data lake, billing system or CRM system, this can be easily accommodated by bid's specialist integration team.

The bid Utility Portal can work with any legacy IT configuration and the rapid programming of the RPA bots enable collection data from any source and format (portals, email, SFTP, EDI, etc.).

Data Cleansing

An additional benefit of the Robotic Process Automation (RPA) platform means data can be automatically and continuously checked for completeness and integrity at a fraction of the cost and time of alternative approaches.

This process can prevent potential billing errors before they reach the end user and allows the retailer to resolve any errors before presenting the information to the end user. This helps improve client payment performance and NPS, as the client can be assured that the data is accurate. Also, the proportion of the overall cost to serve represented by addressing billing issues can be significantly reduced.

Increased Reporting and Insights

bid Utility Bill Portal has leading cost savings and utility performance analytics capabilities, which allows the utility to gain deeper knowledge of the end user, while end users are armed with deep reporting and insights capability that presents even more opportunities beyond their utility commodity portfolio to optimise performance. Some of the reporting features available are: accruals, payables export, budget tracking, emissions reporting, market tracking and alerts, detailed benchmarking in context client query management.

Improve Client Experience

bid's utility solutions suite focuses on reducing cost to serve while improving the end-user client experience by having real time accurate historical data via an easy to use platform. Additional insights delivered via the customer portal will allow both you and your clients move away from being reactive and supporting proactive resolution of issues and early detection and resolution. The single view feature of the bid solutions enables both your client service staff and clients see the exact same data set at the same time, resulting in more end user queries being resolved faster.



Why bid?

A Tried and tested Utility Bill Portal

bid Utility Bill Portal is already being leveraged by several market leading energy providers globally. Significant improvements to the client experience and cost to serve have been delivered. Our work in this space has recently been acknowledged by being shortlisted for the 2020 Digital Utilities Awards – Best Client Innovation.

An experienced and knowledgeable provider

In a world of volatility and rising prices, the agility to decisively act on opportunities, (powered by accurate and readily available data) is becoming increasingly critical for business success. bid has identified and has evolved its offering to provide an enhanced digital experience for utilities and their clients that is agile, seamless to deploy and robust in its value across the utility supply chain.

Trusted by Leading Brands

Trusted by over 100 Big named clients across Australia, New Zealand, United Kingdom, America and Canada. Commercialised in 2013, bid has transformed the world of bill management with its robotic workforce, starting with just a handful of sites to a business that now manages more than 135,000 meters over 4 countries with over \$1bn of utility spend alone under management.

Interested in automating your Utility Bill Portal?

bid has a suite of RPA solutions that already help large complex multi-site enterprise clients just like you, please contact us for more information.

billidentity.com/bill-utility-portal/

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