# Mobile Customer Access

## Product Overview

**MCA**

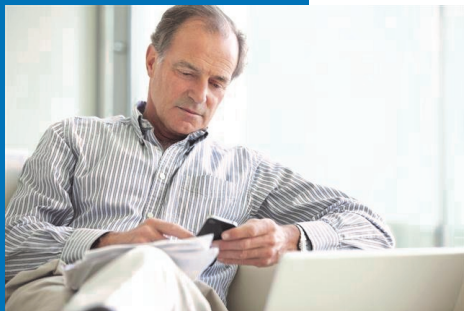### Key Features

- Seamless integration with *Utilit-e Connect* CIS, cashiering, and messaging applications.

- Designed to incorporate the utility brand.

- Utility can provide customer service 24 hours a day.

- No major hardware investments to make.

- No technology to manage

- Real-time Messaging

- Available in all major Mobile Platforms

More than 6 million Americans use a form of mobile devices today to access information, pay bills and purchase goods and services from all over the world. It has been forecasted that mobile adoption will reach 33% among adult U.S. consumers by 2018 resulting in millions of users. For utilities wanting to provide innovative ways to serve their customers, the PCS Mobile Customer Access is a powerful and welcomed tool for the customer.

### Empowering Customers

The utility customer now has secure access 24/7 to their customer information. Customers now can view a wealth of information on their mobile device including base account information, current and past due balances, make a payment, view past statements and payments, and view consumption history in both grid and graph form.

### Easy to Use

While this is a very high tech module, the application on the phone is easy to install. There is a simple and intuitive registration process and login screen. Once completed, navigation is straight forward and easy to follow. Many of the screens are a one button operation.

### Seamless Integration

The PCS Mobile Customer Access is a "cloud" application that is seamlessly integrated with the utility customer information providing real-time access for the customer. There is no need to generate an interface file or copy data to a third-party solution. An example of this, is when a payment is made it is instantly posted to the account. There is no extra work for the customer or for the utility staff.

### Hosted Solution and Scalable

Since the module is hosted at PCS, this means quick setup without the hassle of purchasing expensive servers or technology. The hosting center is managed by PCS IT specialists that are trained in the latest hosting, security, and administration practices. Like the web portal *Utilit-e Online*, the application is scalable to any size of utility no matter if the utility has ten customers using the module or ten thousand.

### Build the Utility Brand

The PCS Mobile Customer Access module allows the utility to build on the utility brand by allowing the application to take on the look and feel of the utility logo, color, splash screen, etc..

*PCS Smart Grid Solutions for Utilities*

# Mobile Customer Access

## Key Features

- Automated Notifications
  - ♦ Statements created
  - ♦ Payments Posted
  - ♦ Delinquency Events
    - Due Soon
    - Due Now
    - Past Due

- Real-time posting of payments to the account
- Low startup fees
- Easy customer signup

## Utility Benefits

### Real-Time Messaging

One of the most important aspects of the Mobile Customer Access module is the ability to communicate instantly to the customer. Our world-class Notification system is a key feature of the module and is capable of:

- Outage notifications and updates
- Payment and delinquency reminders
- Load control events
- Utility communications and notifications
- Emergency messages and more
- Enhance traditional marketing communications

### Build Customer Loyalty

Mobile solutions have proven to build customer loyalty by showing the commitment to innovation by the utility. Customer service can now be extended to 24/7 and the utility has the ability to communicate instantly to the customer based on settings determined by the customer.

### How Does It Work

The app that is installed on the mobile device connects to the utility customer database by a series of secure web services or messages. The app acts as a mobile interface allowing the customer to access information, receive messages, allow payment entry and communication to the utility. All information is protected from the moment data is received or transmitted by using industrial-grade encryption and authentication.

### Supporting Many Platforms:

PCS Mobile Customer Access supports all major Smartphone platforms including: iPhone, Android, Windows, and Blackberry. The server-side solution is phone-agnostic, meaning the server's interaction with the customers phone is managed by the module. This is the same for the growing tablet market. Like most phone applications, setup is straightforward and simple and in most cases does not require technical support.

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