MAX
BILL

Modern Billing

MaxBill Billing & CRM

End-to-end solution for energy and multi-utility companies

BUILT FOR BUSINESS EXPANSION
WITH USERS IN MIND

Smart billing and CRM solutions tailored for multi-utility suppliers and service providers to facilitate intelligent digital transformation and unlock exponential growth opportunities.

All-inclusive platform offers a full suite of modules to automate revenue management, billing and reconciliation, customise product and service portfolios, advance partner management and client care operations, and drive continuous enhancements to the customer experience.

MaxBill
Modern Billing

- **Innovative, multi-play nature** facilitates growth across different brands, business models, and verticals.

- **Diverse supply types and service delivery** options within a single platform.

- **Easy and fast integration** with internal operations and third-party services, thereby replacing multiple legacy systems.

- **SaaS model** with high availability, data security, support and maintenance. Also, available as hybrid cloud and on-premises.

STRATEGIC SUPPORT

Customer Journey	Value Chain Ownership	Billing & Reconciliation	Growth Strategy

Customer Management	Partner Management	Revenue Management

Product Management	Order Management

ENABLING TECHNOLOGY

Hyperautomation driven by BPM & AI	Cloud Platform
Advanced Analytics	OpenAPI & Integrations Stack
Platform with Low-Code Configuration Capabilities	Scalability & Optimal Performance for any Volume

ECOSYSTEM

Partner Onboarding	Business Process Management
Technological Roadmap Support	Best-Practices & Community Support

Partner Network	Implementation Frameworks	Professional Services

MAXBILL
FOR ENERGY PROVIDERS

Renewables

Embrace the complete concept-to-cash cycle, starting from establishing a green offer, customer acquisition and workflow management, through to service charging, billing, and revenue collection.

Distributed energy resources

Streamline the management of capacity, energy and ancillary services revenue sources across distributed energy systems while simplifying end-to-end workflow.

Energy Supply

Secure control over commercial operations, including prepaid and credit service models, meter-to-cash processes and overall support of the company's integrations into the energy ecosystem.

Electric Vehicles

Offer various customer options at competitive prices, reduce fleet's operational costs, and manage grid services revenue.

Shell ENERGY   **Yasno**   **galp** energia   **firmus** energy *taking natural gas further*   **AmigoSolar**

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MAXBILL FOR MULTI-UTILITIES

Public & Independent Utilities

A unified platform for multiple utility services management (water, electricity, gas, telephone, etc.) that enables end-to-end workflows from metering to billing, debt management and revenue assurance.

Municipalities City services

Handle flat rates and consumption-based billing, one-time and recurring charges, meter connections, disconnections and moving, charging and billing penalties, and automatic payments.

Tenant properties Tenant billing

CRM, billing, and reading management in one place with automated, end-to-end control over property and customer processes, and ease of partners onboarding.

Communal Energy Partners

cleverenergy

ЈАВНО КОМУНАЛНО ПРЕДУЗЕЋЕ ИНФОСТАН ТЕХНОЛОГИЈЕ

CHAMPIONENERGY

CLIENT STORY

●●

first:utility —— Shell ENERGY

Shell Energy Retail (previously First Utility) is a UK-based multi-utility provider supplying 100% renewable electricity gas, smart home technologies and broadband to households with over **2 millions** service points in operation.

How MaxBill helps

● Efficient data management based on real time data processing from smart metering;

● Improved operational performance with high accuracy flexible billing and dynamic price adjustment;

● Removed bottlenecks to customer base growth via multi service delivery, customised package offers and proactive customer service;

● Accelerated customer centricity via integrated CRM, active data management and automated business processes.

X40 business scale-up

shellenergy.co.uk

"

MaxBill enables us to convert our smart meter data into competitive advantages and maximise our customer value. Additionally, we have got an infinite number of options for introducing new services backed by a variety of bundling scenarios.

Mark Daeche
CEO and founder of First Utility
(currently Shell Energy Retail)

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CLIENT STORY

Communal Energy Partners

A communal service provider with a broad network of SMB customers in the UK, providing fully managed services to cover financial, technical and management liability transfer for the procurement of energy, payment of utility charges, issuing of resident bills, data management, revenue collection, debt recovery and metering infrastructure support.

How MaxBill helps

- Automation of meter reading, bill calculation and invoice processing;

- Operational automation for acceptance of new multi-tenant schemas / properties;

- Decreased manual processing and financial reporting costs;

- Improved cash-flow performance by streamlining automated Debt Management through customer portal.

"

The transformation of our business and progress towards meeting our strategic goals has been greatly assisted by the introduction of this new solution. I am very pleased to have the support of the dedicated and collaborative team at MaxBill.

Darren Cochrane
Managing Director

communalenergy.co.uk

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CLIENT STORY

taking natural gas further

firmus energy

firmusenergy.co.uk

A leading dual-fuel energy company and a largest gas supplier in Northern Ireland with over **110K** customers / meter points, including domestic, SME, Industrial and Commercial contracts.

Firmus energy is the first energy company in Northern Ireland to introduce online billing for business and domestic natural gas customers, and is currently the only energy company offering 'dual fuel' contracts to Industrial customers across Northern Ireland.

How MaxBill helps

- Extended billing capacity and system flexibility to meet growing demand in distribution and supply functionality;

- Automated business processes and revenue management to deliver powerful and transparent billing;

- Reduced manual processing and human errors, mitigating risk related to financial reporting;

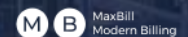- Improved Bill Runs by increasing accuracy and speed in billing for Industrial and Commercial customers.

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CLIENT STORY

MOJO

cleverenergy

Clever Energy (MOJO Billing) is a part of Affiliated Utilities, an independent, award-winning utility management company. It specialises in the commercial market for gas and electricity, acting for businesses of all sizes and sectors across the UK and manages **4,5K** services points with an annual energy spend of **£200m** on behalf of its clients.

How MaxBill helps

- Simplified core business operations related to cross-unit communications and customer support capabilities;

- Enabled automated meter reading, billing and payment processing with high level of data consistency and accuracy;

- Reduce operational costs and errors through optimising system processes and decreasing manual inputs;

- Provided board reporting and analytics opportunities to make better data-driven decisions.

> Clever Energy promises its clients peace of mind, and we are committed to this promise in everything we do. With the MaxBill automated SaaS solution, we will simplify and secure our billing operations to enhance the service quality for our clients and create new opportunities for them. I'm excited to bring the UK district heating market to the next level together with MaxBill!

Joel Debson
Operations Director

clever-energy.co.uk

CLIENT STORY

Infostan tehnologije is the leading provider of payment and collection services to municipalities in Serbia.

How MaxBill helps

- Integrated **all the municipal and utility services under one solution**, starting from the City of Belgrade with 1.4M residents;

- A managed service model, enabled by the independent hosting, allowed Infostan to **lessen the initial investment** for potential customers, which benefited both the company and its subsidiaries as well;

- As Infostan supported payment and collection from multiple service providers, **multi-tenant architecture** became one of the key features of the implemented solution.

❝

Working with MaxBill significantly upgrades the value proposition we provide to the City of Belgrade and our other municipality clients. MaxBill offers virtually endless flexibility for us to configure any service, workflow process or revenue generating activity while keeping the IT operation efficient.

Dragan Bukatarevich

COO at Infostan

infostan.rs

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OUR COMPETITIVE ADVANTAGES

MAXBILL ECOSYSTEM

A smart BSS solution, strengthened by a broad, open ecosystem of operational and professional services, partnership program and SeS network to enable comprehensive business process management, technological roadmap support and impressive ease when onboarding and integrating new partners.

MULTI-PLAY NATURE

All-in-one, comprehensive and convergent solution that supports both traditional and innovative business models (B2B, B2B2C, B2B2X). Our clients can manage tenants and all their customers, products, services, brands and partners in one system.

CONCEPT-TO-CASH

MaxBill helps monetize any service offering and supports a full concept-to-cash cycle, starting from the creation of a service, customer acquisition, and order management, through to service charging, billing, and revenue collection.

MAXIMUM VALUE

The MaxBill solution is a highly efficient, comprehensive and modular product suite, driven by BPM, robotic process automation (RPA) and, AI technology. It supports any number of contracts with multi-layered commercial rules.

CONTINUOUS COOPERATION & SUPPORT

We have a customer-centric approach, and MaxBill is dedicated to each of our clients, making their strategic objectives the team's priority. We believe in close collaboration, personal commitment, and partnership attitude. We continuously work together, providing strategic support for the client's business growth and portfolio expansion by upgrading our product using the latest technological innovation. Our solution lightens the workload of our client's personnel, simplifying communication among interconnected departments.

MULTI-COMPANY

●●

The MaxBill solution provides multi-tenancy capabilities with the possibility to manage multiple revenue-generating companies and brands in one single instance.
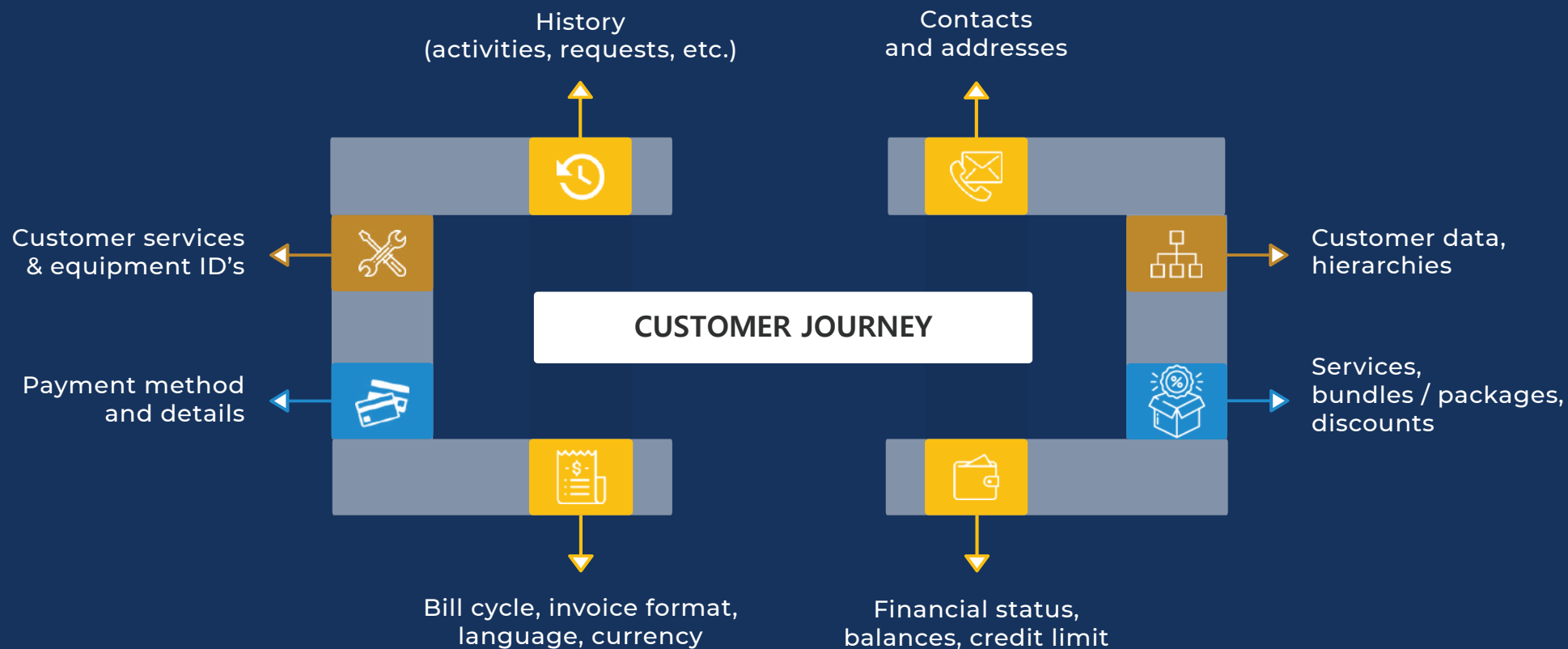
● Multi-branding, white-labeled offering, wholesale billing;

● User management mechanism to define permission policies for data and operation access;

● Segmentation or consolidation of the product offering and customer base;

● Solution for Service Enablers (B2B providers);

● Best practices for company (tenant) setup and operation;

● Past multi-tenant implementations, supporting more than 25 services, including electricity, water, heating and waste removal.

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CUSTOMER CARE

Provide the best experience throughout the customer journey and increase your customer satisfaction rate with our CRM solution.

History
(activities, requests, etc.)

Contacts
and addresses

Customer services
& equipment ID's

Customer data,
hierarchies

CUSTOMER JOURNEY

Payment method
and details

Services,
bundles / packages,
discounts

Bill cycle, invoice format,
language, currency

Financial status,
balances, credit limit

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ORDER FULFILLMENT

MaxBill helps execute automated end-to-end management of the digital product lifecycle, while minimizing the number of invalid offers, lost or incomplete orders, and activation failures.

- Customer, material resource and product;
- Labor resources;
- Service activation (supply) and equipment management;
- Integration platform, supported by component-based architecture and a complete set of APIs;
- Easy configuration of new processes in the system;

Workflow-based

Order management processes for service orders fulfillment are driven by a built-in workflow engine.

Configurable steps

Each step of order fulfilment is configured according to specific operational business processes and policies.
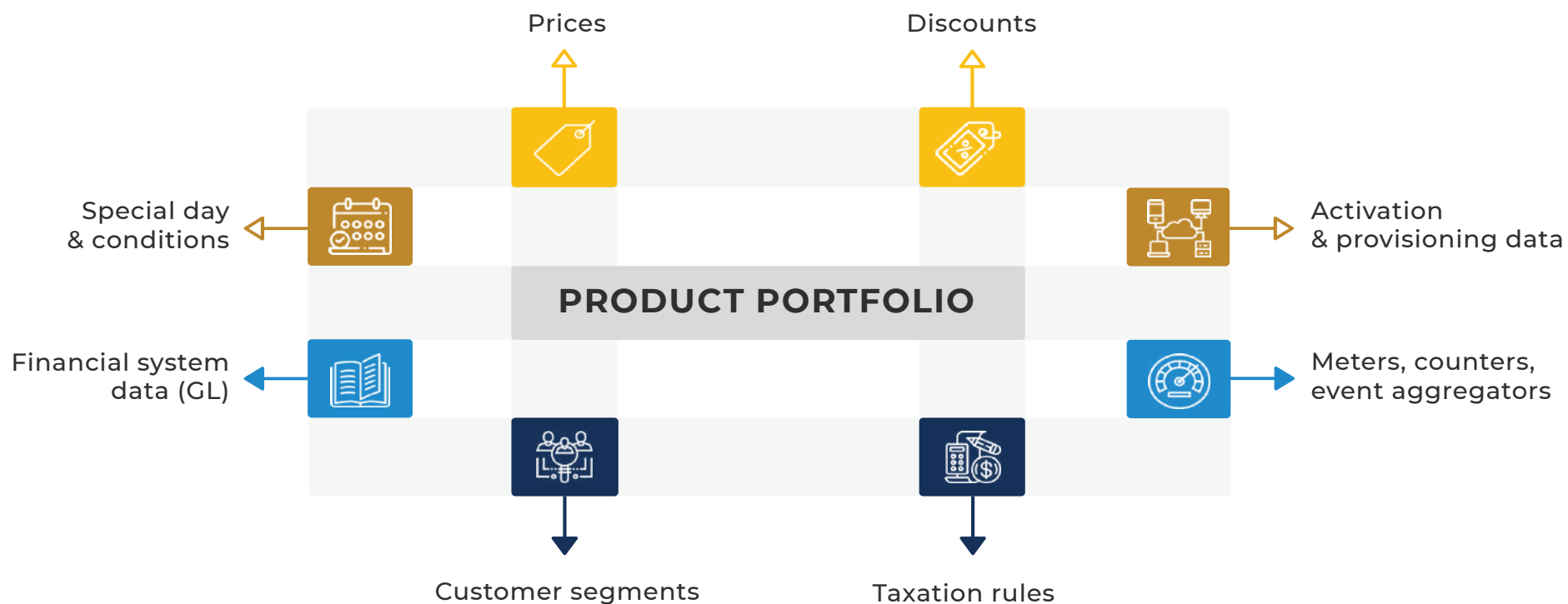
Multi-play bundles

Configuration, validation, and assignment of multiple bundles and services.

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PRODUCT CATALOGUE

Find the best way to manage your offering with the unlimited combination of products, services, price plans and add-ons. Extend certain combinations with different interest rates, taxation rules, pricing iterations, resource inventory demands, etc.

PRODUCT PORTFOLIO

- Prices
- Discounts
- Special day & conditions
- Activation & provisioning data
- Financial system data (GL)
- Meters, counters, event aggregators
- Customer segments
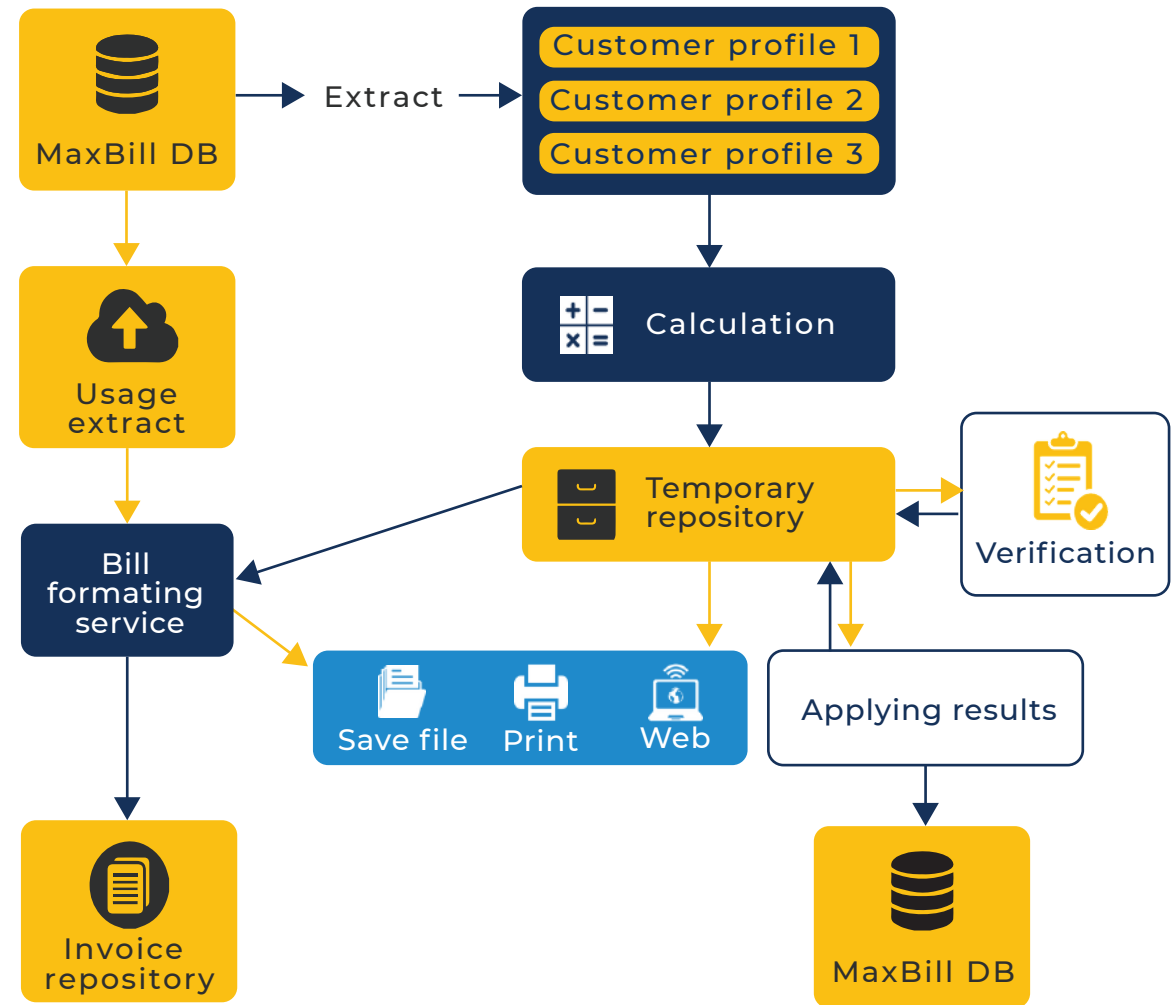- Taxation rules

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BILLING

MaxBill offers a reliable and intuitive interface that gives full control over the invoicing process, including invoice previews, approval criteria, and validation checks.

- Convergent billing for multiple products and services;

- Ability to apply complex cross-product and hierarchical discounts;

- Full control over bill format templates per industry, customer segment and business model;

- Adaptable taxation schemes;

- Unlimited parallel bill cycles;

- Bill verification process;

- High-performance throughput for large volumes.

MaxBill DB

Extract

Customer profile 1
Customer profile 2
Customer profile 3

Usage extract

Calculation

Bill formating service

Temporary repository

Verification

Save file   Print   Web

Applying results

Invoice repository

MaxBill DB

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METER READING MANAGEMENT

- Full support of advanced metering infrastructure: pre-paid meters, smart meters, standard meters;

- System can upload readings from multiple sources whilst ensuring data integrity (single and bulk entry);

- Online readings validation;

- Reading estimations based on customer profiling, history and additional relevant data sources;

- Reading entry (single and bulk);

- History of all readings, including erroneous readings;

- Amendments to reading history through controlled actions;

- High performance interfacing based on REST APIs;
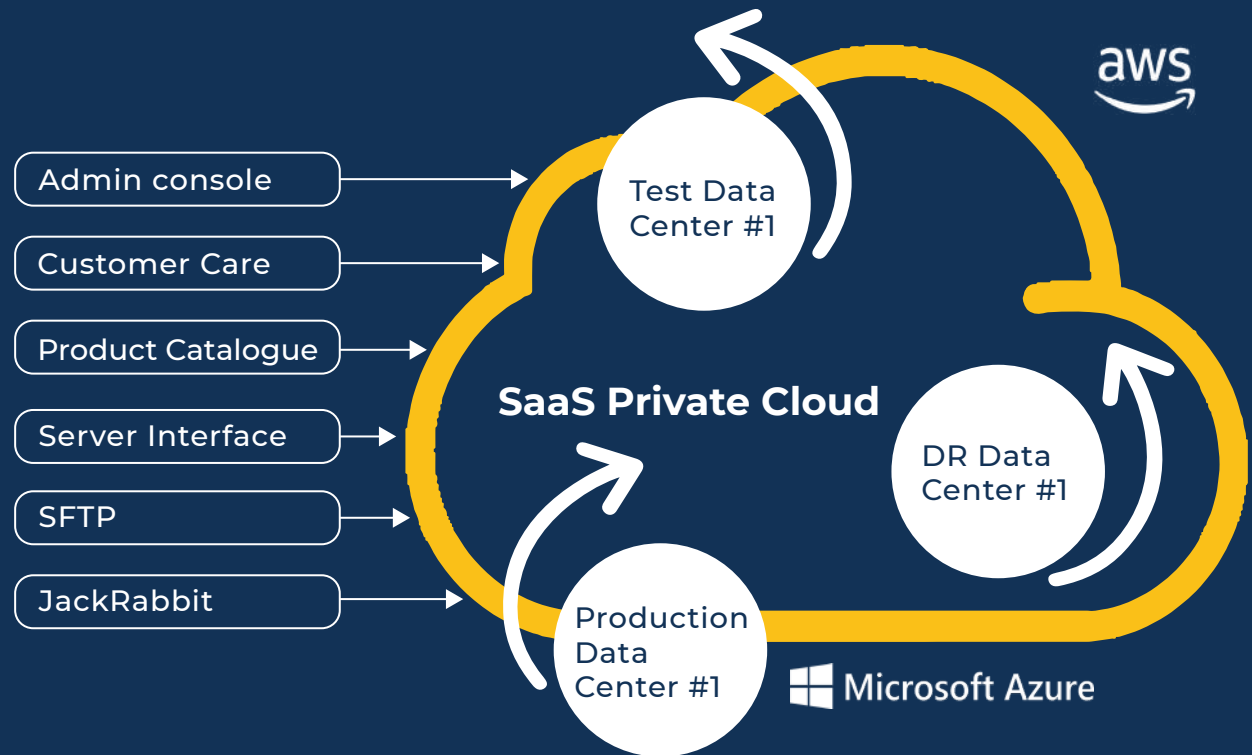
Supports the following processes ———

- Forecasting of future consumption for finance analysis;

- Prediction of consumption spikes;

- Notifications about expected consumption and charge on self-service portal;

- Hot Bill;

- Billing of end points missing real readings .

- SaaS Managed services;

- Deployment on AWS, Azure;

- Private Cloud in partners' data centers;

- Docker and Kubernetes;

- Compliance with UK and EU regulation data and hosting security standards;

- Encryption for data at rest and in motion;

- SFTP and HTTPs, IPSec, OpenVPN, full-disk AES-256 data encryption;

- SaaS user security.

Admin console

Customer Care

Product Catalogue

Server Interface

SFTP

JackRabbit

SaaS Private Cloud

Test Data Center #1

DR Data Center #1

Production Data Center #1

aws

■ Microsoft Azure

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TECHNOLOGICAL ADVANTAGE

Mature Product

- Support;

- Technological roadmap;

- Upgrades;

- Performance for large volumes.

Best of Breed Technology

- Oracle, Akka, Kafka;

- Camunda, 3rd party RPA and Bot;

- Jasper Visio;

- Form.io.

Fast Implementation

- LOW CODE: BPMN workflow and screen configuration;

- Microservices based on ready-to-use components integration framework;

- Agile methodology;

- Continuous integration, deployment, and auto tests.

High Availability & Scalability

- Data security, access, and availability;

- Clustering and load balancing;

- Disaster recovery;

- Deployment on private and public cloud.

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ABOUT MAXBILL

MaxBill is a service-neutral solution designed to deliver billing, complex partner agreement management, invoicing and reconciliation.

MaxBill's multi-service delivery on multiple product lines is currently used by dozens of companies supplying products and services in energy, utilities, telecommunications, connectivity and iGaming.

The company was founded in 1996 and is part of LogNet Billing Ltd. We have representative offices in the UK and Israel, as well as two development centres in Odesa (Ukraine) and Prague (Czech Republic).

EXPERIENCE IN BILLING

25 YEARS

GENERATION OF THE PRODUCT

5 TH

75 PRODUCT IMPLEMENTATIONS WORLDWIDE

92% CUSTOMER SATISFACTION RATE

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