

FINE

ICT for energy companies



ENERGY COMPANIES AND ICT

The energy market in Europe is changing continuously. New competitors gain market share and smart meters lead to changes. Energy companies must rapidly adapt to the new circumstances and this requires good and flexible ICT support for the business processes. ICT systems should be able to quickly follow and support new processes. ICT is vital for energy companies ; an energy company without good ICT systems is not able to operate.

ICT systems should optimal support the business processes, management information must be available immediately and key performance indicators from processes must give direct insight.



COMPLETE SOLUTION

Energy companies need a complete and flexible solution for customer management, connection and meter administration, contract management, tariff definition and invoice composition and generation and financial settlement and message handling.

A solution that follows the business processes and delivers actual steering information.

The setup of contract types, tariffs and invoice construction can be adapted to processes and is flexible in changing circumstances. Customer data management forms a seamless total with the administration of contracts and connections. Message handling with chain partners is fully integrated, financial information and responsibility are an integral part of the solution.

Open-i delivers this complete solution which is called Fine.

This software package is firm and easy to use. The total cost of ownership is low due to short implementation time and efficient maintenance.

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FINE OVERVIEW

The application FINE is designed to give companies flexibility with the setup of processes and data.

Fine contains the following parts :

- Customer and contract management
- Connection and meter administration
- Online and self-billing
- Meter readings and consumption
- Tariff and invoice definition
- Message handling for switching, moving and end-of-supply
- Time series message handling
- Energy data management
- Invoicing and financial settlement
- Management reports and steering information

The end-user is able to register the definition and structure of contracts, tariffs and invoices.

This means that changes can be processed fast without the need of ICT expertise.



The application is a proven solution at energy companies and is able to handle both small and big volumes fast and traceable.

The setup of the application and the user interface is simple and clear : the ease of use is a primary characteristic. The application is complete ; all parts are contained in the standard package which makes adaptations or extensions an exception.

The module for tariff definition and invoice construction contains extensive possibilities for complex tariff structures and relation to flexible invoice composition. The tariff can be defined with an unlimited number of dimensions. Pace lists and discounts can be defined simple and clearly. Whatever marketing works out, Fine supports.

The financial settlement contains the complete process from invoicing until payment and journal entries. Including exhortation procedures and payment processing.

With application management system settings and reference tables can be defined

Management reporting and steering information are directly extracted from the actual database and are rapidly available.

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FINE PARTS

Customer and contracts

In this part clients and contract can be queried on several characteristics quickly and easy. For each customer many details can be recorded among which addresses, contacts, documents and contact persons. Relations can be joined via groups and can have multiple roles. All correspondence with customers is on individual basis available including produced invoices and reminder letters. Contract management supports multiple contract types with flexible contract details per type. Contracts are related to connections and are the basis for invoicing of advance invoices as well as monthly of yearly invoices.

Connections and meters

This module consists of the connection register including details and extensions, the meter administration and the recording of meter placements and meter changes. For each meter many details can be registered.



Online and self-billing

This separate module can be integrated or linked with an existing website. The module gives clients the possibility to identify themselves further an overview of existing invoices is shown. Each invoice can be called. The client has the option to enter actual meter readings and produce a draft invoice. Finally he can accept the draft invoice and make it definite.

Meter readings and consumption

Meter readings can be entered manually or automatically loaded from external systems. The readings are validated with respect to boundaries that can be set. Consumption is calculated automatically. In case of time series all kind of values and consumptions are calculated for several time intervals.

Tariff and invoice definition

In Fine tariff structures, tariffs and invoice definition are managed and maintained by end-users. The tariffs included history. The tariff structure can contain multiple tables with various tariff lines and entry values.

For each tariff a calculation rule defines how tariffs are handled so that all tariff constructions are possible. A tariff line is related to a VAT code as well as a ledger code.

The flexible construction gives companies the handles to manage tariffs themselves and prevent them from long and expensive software changes if circumstances change.

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Message handling switch, move, end-of-supply

This module composes and receives message from the supplier role. The message types that are supported include base data, switch requests, moving and meter data requests. The outgoing messages are automatically generated and incoming messages are directly processed.

All messages stay available for reporting and traceability.

Message time series

For connections with high volume consumption messages with time series are received.

The messages that are supported included mscons and delivery forecast. The messages with the confirmations are stored and available for analysis.

Energy data management

For energy companies the management of energy data is very important for analysis, advising and procurement. The energy data management module offers many possibilities to manage and analyse consumption en measures. Actual and historic consumption can be compared.

The consumptions are available on several aggregation levels and alarms are possible for exceeding.

Invoicing and financial settlement

Fine handles the invoicing process and the following financial settlement in a clear and traceable manner. The module processes also payments and produces files for automatic payment collection. For debt collection support reminder procedures can be defined with correlating letters. Payment agreements with clients can be registered and the system monitors.

Management rapports and steering data

Fine contains on top of many standard reports the option of self defining reports based upon actual data. Changing reports and processing result data makes the story complete.

Fine features

- Flexible, the system follows the business processes
- Online and self-billing for clients
- Complete and integrated, interfaces with other applications are not necessary
- Process optimisation, by optimal support of processes no time consuming extra steps
- Data is stored once
- Extensive possibilities for tariff structure and rules
- Low costs, both initial and maintenance

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FINE DESIGN

Fine is fully web enabled so it can be used everywhere. Fine is an open system interface via XML and/or webservice are possible.

Open-i can also deliver the solution as a service. You don't have to install and manage an application and you can start using the application in short term.

Not location bound

Fine is operates fully via a web browser. This means that the application can be accessed on any location.

You manage the access and authorisation and can therefore decide which user has access to certain parts of the system.



Business rules

Fine will be delivered with a standard set of business rules. As part of the implementation more rules will be worked out and implemented. These rules will be based upon company policy and rules. The business rules are incorporated in the system in flexible way and are easily adaptable and extendable.

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OPEN-I

Open-i is an ICT company that has proven to deliver and implement good working and easy to use systems for energy companies. We arrange that ICT is no longer a trouble so you can focus on your clients and internal efficiency.

Fine is a flexible software package, adjustments of processes or organisation can be followed quickly. The system operates as a servant.

Fine is a product of Open-i and is based on Oracle technology. The application is saleable, solid and open.

The expertise of Open-i consists of advice, design, implement, training and management.

Open-i has extensive knowledge of the processes of energy companies.

Fine is a complete package that you can start working on directly. Open-i follows changes in the energy market closely takes care that Fine complies with the latest standards.

Our development team guarantees this.

Does the information excite your interest ?

We look forward to give you more information or to arrange a demo.

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