

# Open Smartflex

the solution to your

implementation challenges



Open Smartflex is a key element for the transition to smart grids that allows you to deliver added value to your customers with integrated C2M processes and comprehensive end-to-end customer journeys

## What are the challenges of an AMI implementation?

## What does Open Smartflex offer you?

Manage meter data and take advantage of its many benefits, while preserving its reliability



Expands the ability to collect and manage data, such as consumption, quality of service variables, and events. Deployment of VEE functionalities that improve billing accuracy and consistency across all processes

Support differential rates to promote energy efficiency programs, such as demand response programs



Supports hourly rates and the ability to implement new pricing models to improve customer consumption behavior with demand response programs and offer services based on smart grids and electric mobility

Boost the capabilities of digital customers, improving their relationship with the company and enhancing customer loyalty



Supports a self-service portal to improve easy access to real-time information for customers and enhance their experience and relationship with their service provider

Improve customer expectations to achieve greater satisfaction and provide solutions to their concerns and requests



Provides a better customer experience through proactive interactions, which will allow utilities to act quickly and provide personalized interactions that anticipate customer needs, based on intelligent analysis of data and events

Ensure interoperability between systems to support good communication and achieve traceability of the processes developed



Simplifies the interaction between metering, billing, and customer engagement processes through a holistic solution that is more than the sum of its parts. Deliver added value to customers based on the use of a single data base that provides a 360 view of the data from all of its different modules

Support both smart and conventional meters



Provides pre-configured customer service processes to natively interact with smart meters and conventional meters at the same time. Manage smart meters remotely through processes triggered in the web portal or by a customer service representative

Integrate workforce management systems for meter change planning and periodic reviews



Provides an extended three-dimensional CIS (MDM - MWM - DCX) with meter data management, mobile workforce management, and customer service functionalities to facilitate the transition from conventional to smart meters

Adapt organizational culture to rapidly occurring changes and standardize processes related to AMI



Standardizes the processes related to AMI deployment with the design of flexible workflows and the correct documentation required