

# Empower Your Business to Grow



 Open

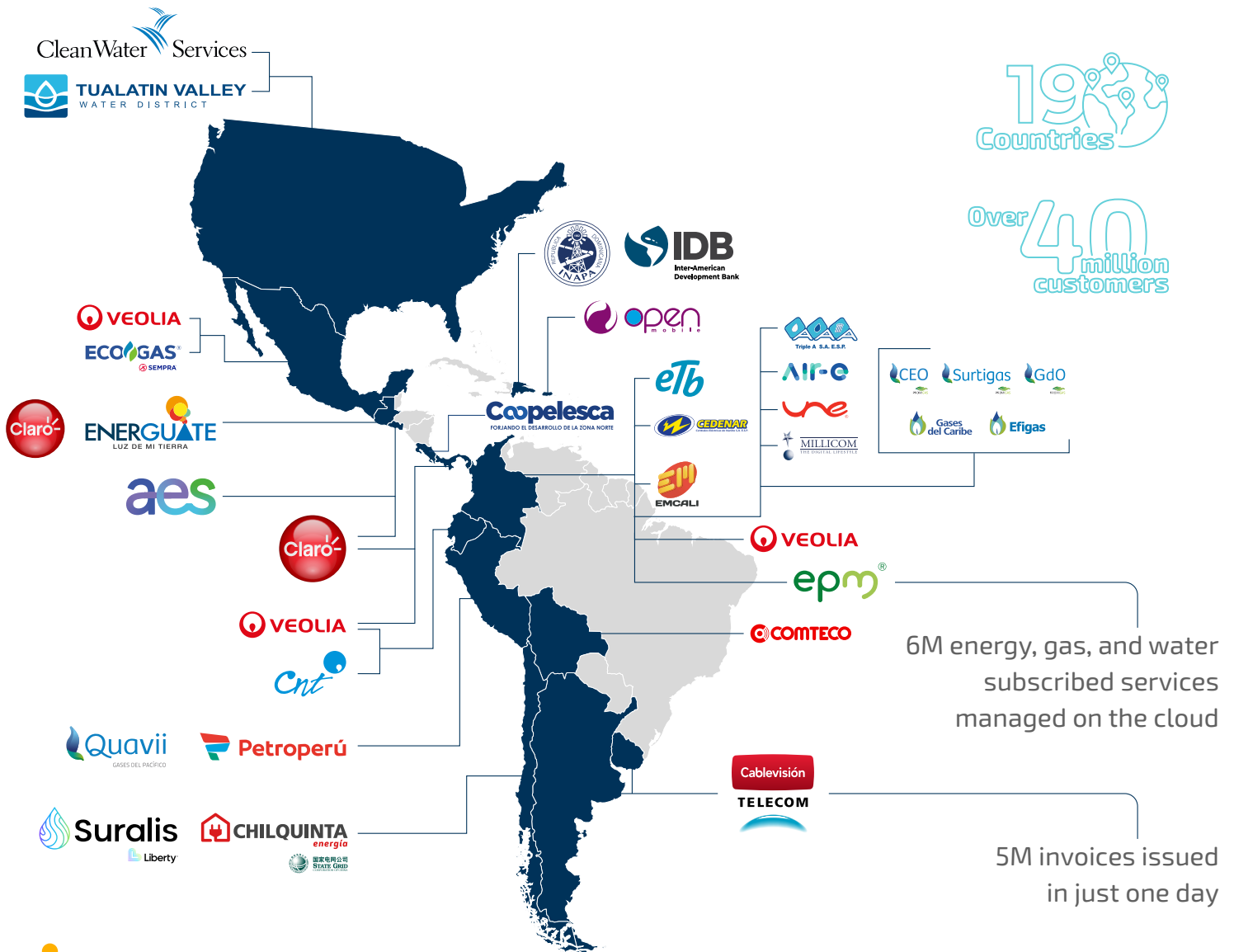
# Who is Open Intelligence?

We are a company specializing in providing customer service solutions for energy, gas, water, and telecommunications companies, with **37 years** of experience.

We operate in **19 countries**, including the United States, the Caribbean, Central, and South America, managing customer service processes for over **40 million** residential and commercial users.

At Open, we focus on delivering cutting-edge technology to empower the success of our clients' businesses. We provide Smartflex, a platform conceived and developed with unique differentiators that ensure agility in response, cost control, reliable operations, financial performance optimization, and an exceptional user experience that enhances satisfaction and efficiency.

## Companies Using Smartflex





# Smartflex: A Comprehensive and Advanced Solution

Smartflex is the core of our technology portfolio. Designed as an integrated and modular platform, it simplifies complex operations by integrating advanced functionalities into a single tool, reducing costs and eliminating complexities.

## Solution Scope:



**Customer Information System (CIS):** Customer management, billing, and collections



**Digital Customer Experience Management (DCX):** Omnichannel, personalized interactions enhanced by AI-powered tools



**Meter Data Management (MDM):** Advanced data for smart grids, ensuring accuracy and reliability



**Mobile Workforce Management (MWM):** Optimizing field operations through efficient resource allocation and productivity improvement

## Key Features:

- Continuous updates
- Flexibility
- Integrated platform with a single database
- Embedded AI
- Digitalization of customer experience

## Outstanding adaptability for:

- Changes in business plans, processes, or regulatory requirements
- Accelerating time-to-market for new products and services
- Smartflex supports both SaaS and on-premise implementations, enabling flexibility and seamless transitions to the cloud.





## Compliance and Cybersecurity

Smartflex incorporates advanced cybersecurity standards, ensuring data and system protection against emerging digital threats:



SSAE 18 - SOC 2 compliance



Authentication via OAuth 2.0 or API Key



GDPR compliance and adherence to major international standards



Adaptation to specific requirements of NIST2 in Spain and Europe

Open has a dedicated cybersecurity team that implements advanced compliance policies, penetration testing, vulnerability management, and constant monitoring.

## Recognition and Market Positioning

At Open, we've built a strong reputation amongst our customers, market consultants, and industry experts. These efforts have resulted in the following recognition:

### Gartner:

For 10 years, Open has been ranked among the top 10 most relevant companies in CIS systems globally. In its research for CIS, Gartner has highlighted Open and Smartflex's strengths in:



### Versatility:

Smartflex's telecom-origin billing engine has an architecture built for dynamic billing models, which is now emerging in the utility sector.



### Autonomy:

Joint with our CIS, Open provides a development framework and offers training that enables users to extend functionality within the same technical environment.



### Innovation & R&D:

Open has a strong focus on faster implementations and meeting new emerging market needs.

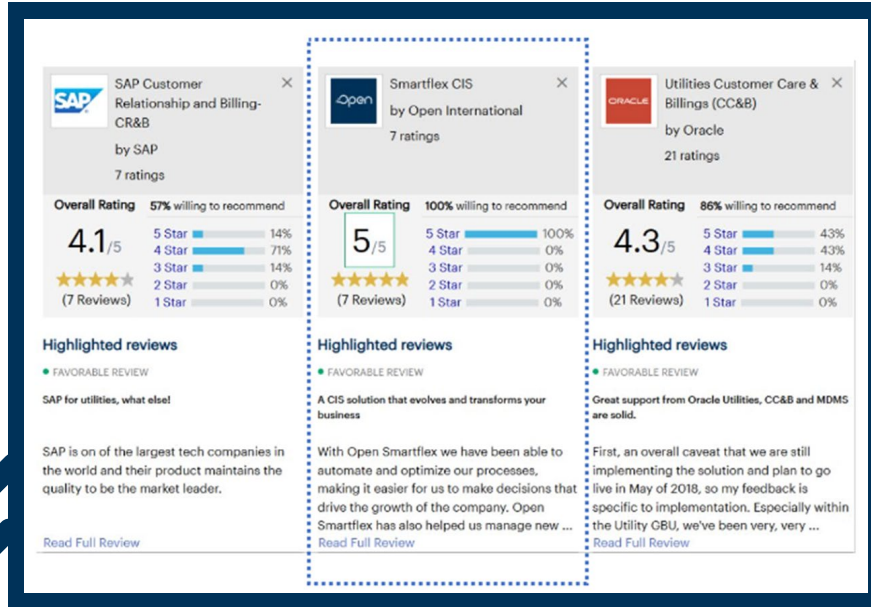


### Customer Satisfaction:

Open has been recognized for exceptional training, support, and product usability.



**Gartner's Peer Insights:** Gartner's Peer Insights provides real-user ratings and reviews across 300+ technology markets and 3,000 vendors. Utilities use it to gain insights, compare vendors, identify risks, and track industry trends. Open and Smartflex have achieved a **perfect 5/5 rating** for functionality, implementation, sales support, value for money, and user experience.



**Frost Radar:** The Frost Radar™, developed by Frost & Sullivan, is a benchmarking tool that evaluates companies within a specific industry based on their growth and innovation potential. From hundreds of industry participants, approximately 30 were assessed, and the **top 14 leaders** demonstrating excellence in growth, innovation, or both were highlighted. Open has proudly been recognized among these leaders since 2021.

You can count on Open to modernize your business with our reliable solution, Smartflex.

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