customerassist

Letting You Focus on Your Core Business

Managing utility billing and customer service can be demanding and time-consuming, distracting you from your core business. With CustomerAssist for electric, water and gas, our industry expert resources deliver a suite of managed services, integrating seamlessly with your existing business processes and freeing you to focus on your core business.

Through managed services, you can tap into ready-made infrastructures and take advantage of new technologies without having to develop or invest in them yourself. And with our experience, robust software and scaling, we can deliver the best value for your organization and pass on significant cost savings to your customers.

Eight Reasons to Use Managed Services for Your Billing

1. Tap into Industry Expertise
With a library of proven processes, our teams' years of experience position us to deliver expert industry advice and relevant solutions.

2. Enhance the Customer Experience
Our professional customer service staff become an extension of your department by following your processes and using custom scripts to your specifications.

3. Leverage a State-of-the Art CIS
CustomerAssist has partnered with an enterprise class CIS vendor (over 200 utility deployments) on an application service provider (ASP) basis. This means that even the smallest municipalities have access to the same cutting edge technologies as the bigger utilities, with none of the risk.

4. Reduce IT Risks
With technology in a constant state of flux, leave the heavy lifting associated with CIS management, upgrades and maintenance to us.

5. Reduce Costs
CustomerAssist offers tailored back-office services for a fraction of running your own billing department. Plus, outsourcing results in significantly lower IT and deployment costs.

6. Eliminate Time-Consuming Tasks
Reduce the time and effort on validation processes, exception management, and even printing and stuffing.

7. Guarantee Quality Service
Our implementation team deploys standardized business processes with the appropriate checks and balances, achieving a service level in which 99.9% of bills go out on time and accurately.

8. Focus on your Core Business
Improving and maintaining quality customer service is one of your topmost priorities. CustomerAssist frees you and your team to focus on auditing, analyzing, and delivering higher value-added services.

> Flexible Solutions to Meet Your Needs

CustomerAssist offers a complete range of back-office support, from full turnkey services to hosted-only IT solutions. Each solution is customized to meet your needs, and we can offer as much or as little support as you require. Staff going on extended vacation? We can step in. Retirements on the horizon? Give us a call.

Billing

Contact Center

Collections

Hosting

Cash Processing
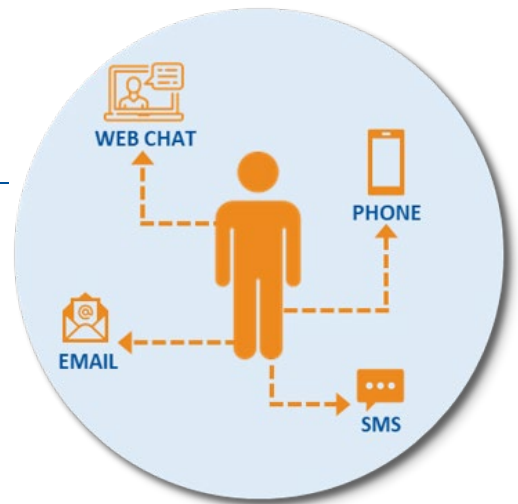
Enrollment

Back-Up Contingency

Meter Reading

Bill Printing

> Give Your Customers Choice

Your customers expect multiple contact channels for convenience and speed, including the option to interact with a live customer service representative. CustomerAssist meets the needs of your customers across the entire spectrum.

WEB CHAT

PHONE

EMAIL

SMS

> About Us

util-assist

CustomerAssist is offered by Util-Assist, a recognized innovator in technology and data-driven solutions for utilities. Our solutions merge technology with strategy to streamline processes, boost productivity, enable data-driven business decisions, and deliver enhanced customer experiences, transforming how utilities operate and deliver value to their customers.

Driving digital innovation with professional and managed services for electric, water, and gas, Util-Assist is shaping the utility of the future.

Contact Us

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