

Sigma

Customer Care & Billing



Empowering Energy Leaders Globally

Sigma's web based, flexible design and architecture empowers retail energy marketers to innovate and dominate in an ever-changing, competitive marketplace.

Manage your day-to-day operations

Sigma Customer Care & Billing is our billing platform that has self-service portals for enrollment, brokers and customers, along with additional option modules including IVR, Weekly Usage Newsletter, Deal Capture and many other features and functionalities to assist energy retailers with customer acquisition, care and retention.

Sigma is a self-service platform - most configurations can be made without needing assistance from ESG. Flexible architecture and design allow for a fast turnaround for any customizations Sigma also allows for quick integration of any third-party vendors with most vendors already integrated with ESG.

Flexible architecture and quick integration

Our billing software provides easy expansion into new markets or commodities without needing a different billing system for supplier or utility consolidated billing. Rapidly add modules based on business needs, enabling optimal use of operational funds to start or expand retail energy operations.

Flexibility for expansion

Sigma is the complete reporting suite, providing data extraction or Database Log Shipping to slice data in near real-time. Sigma is backed by excellent, fast-turnaround support for your day-to-day operation.

Reporting and Support



Sigma CC&B supports every phase of the customer life cycle

Grow your business using one of many customer acquisition methods - online, batch and self-serve portal enrollments. Customers can be enrolled using campaign, product enrollment and market specific acquisition methods.

Enrollment Management

Day-to-day operations are automated, freeing up resources for other customer growth focused activities.

Operations Management

View key information at a glance via Dashboard. Graphs & data can be exported for sales and presentations. Multiple reports are available for operational and managerial personnel.

Reporting

Plug-ins are available for your BI, financial or other ERP modules through Automated Data mart Export. Multiple GL code references are available for General Ledger Export to your financial systems.

Enterprise-Level Integration

Optional modules are available to complement and expand the core CIS/billing function, allowing the growth and scaling of your business. Modules include Customer, Broker, CSA Self-Service Portals, Newsletter and IVR.

Add-on modules & services for growth

Why ESG?

With over 9 million meters in production, ESG's DMS is the most widely-used solution in the energy industry, supporting more than 150 electric and gas utilities across North America, Japan, UK and Ireland. ESG reduces costs and risks compared to developing and operating systems internally or with another less experienced vendor. DMS is just one offering in ESG's comprehensive suite of tightly integrated solutions covering every stage of the retail energy supply chain.