

CRM & Billing



Empowering Energy Leaders Globally

Simplify consumer billing with our structured, streamlined and proven **customer information and billing system.**

Right bill, right time.

Our CRM & Billing solution provides **energy suppliers** with the essential tools required to manage traditional and smart metered customer billing needs.

Our **CRM & Billing** system is structured to help suppliers develop in a heavily regulated marketplace. By keeping processes like reporting simple, you can concentrate on the important bit - making your customers happy

Billing designed for start-up or specialist

Our **CRM platform** integrates across traditional and smart solution suites; including AFMS market interaction and uSmart DCC. Our system also supports integration with other third party software systems.

End-to-End Integration

We designed our **CRM & Billing** solution to allow for growth - scalable and flexible enough to meet the needs of your consumers - especially as the industry evolves to smart metering and home energy management.

Scales with you - evolves with the market



With years of industry expertise, esg is perfectly positioned to provide the essential CRM experience.

Many CRM systems are prohibitive and overly complicated, developed to support large, multi-structured business models.

Not only is this technically and operationally difficult for independent suppliers - it's expensive, making CRM packages instantly infeasible. This can lead to suppliers trying 'template CRM' systems, installing software themselves.

However, any billing system requires hundreds of hours of coding, integrating and testing; costing any business valuable time and money.

We've introduced our **CRM and billing** software as a universal solution, simplifying the billing process for new or existing suppliers with an easy-to-understand structure and the flexibility to allow for growth as your business grows.

We'll support you with dedicated training and software support from our experienced team of industry experts.

Our CRM solution connects to our own market messaging and DCC platforms, giving your company a complete **end-to-end** customer management and billing solution.

"ESG were the only company that could deliver industry-leading software and services enabling us to meet the needs of our customers"

GnENERGY

73% of suppliers believe their CRM system is flawed and losing their business potential profit
Utility Week

Features

Full Integration

Combines with our automated market messaging and DCC solution

Exceptional Support

Our industry consultants offer guidance, training and analysis

Support for half & non-half hourly

Automate & Generate

Process customer acquisition, billing, reporting, welcome packs and more

Automatic industry data processing

Automated process simplify the billing process

Easy to understand customer ledgers

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