

Transforming Retail Energy Through Customer Engagement and Efficiency

ESG Titanium Engage is a software suite that energy retailers use to manage and automate customer-facing and back-office operations.



Overview

Why Titanium Engage?

Many retailers are challenged with customer churn and thin operating margins. Engage helps retailers connect with their customers so they can promote long-term relationships while improving operational efficiency through automation.

Benefits

Boost Customer Engagement and Reduce Churn

Give customers the touchpoints they expect – self-service, easy shopping, and information they can use to save money and, for many, drive environmental change. Engage delivers a modern digital experience that delights customers.

Optimize Revenue Opportunities

Make shopping for new offers and renewals easy. Engage communicates the right information to customers in their buying and renewal journeys and showcases offers they are most likely to buy.

Enhance Operational Efficiency

Spend less time managing product offers and routine operations. Engage distills massive product variations into the most relevant offers for the right customer at the right time, and triggers workflows covering the customer life cycle.



Engage is built on the same scalable ESG technology that already processes over

30M
transactions
per month

Features

Engage MyAccount

Integrates with billing solutions to provide account information, transaction capabilities, and usage insights.

- Self-service portal – Customers can manage accounts, monitor usage, renew contracts, and more.
- Customized experience – Tailor the portal to suit your brand and customer journey.

Engage Products and Offers

Drawing from a vast catalog of offers, Engage Products and Offers presents the right offers to the right prospect or customer, in the right region, at the right time.

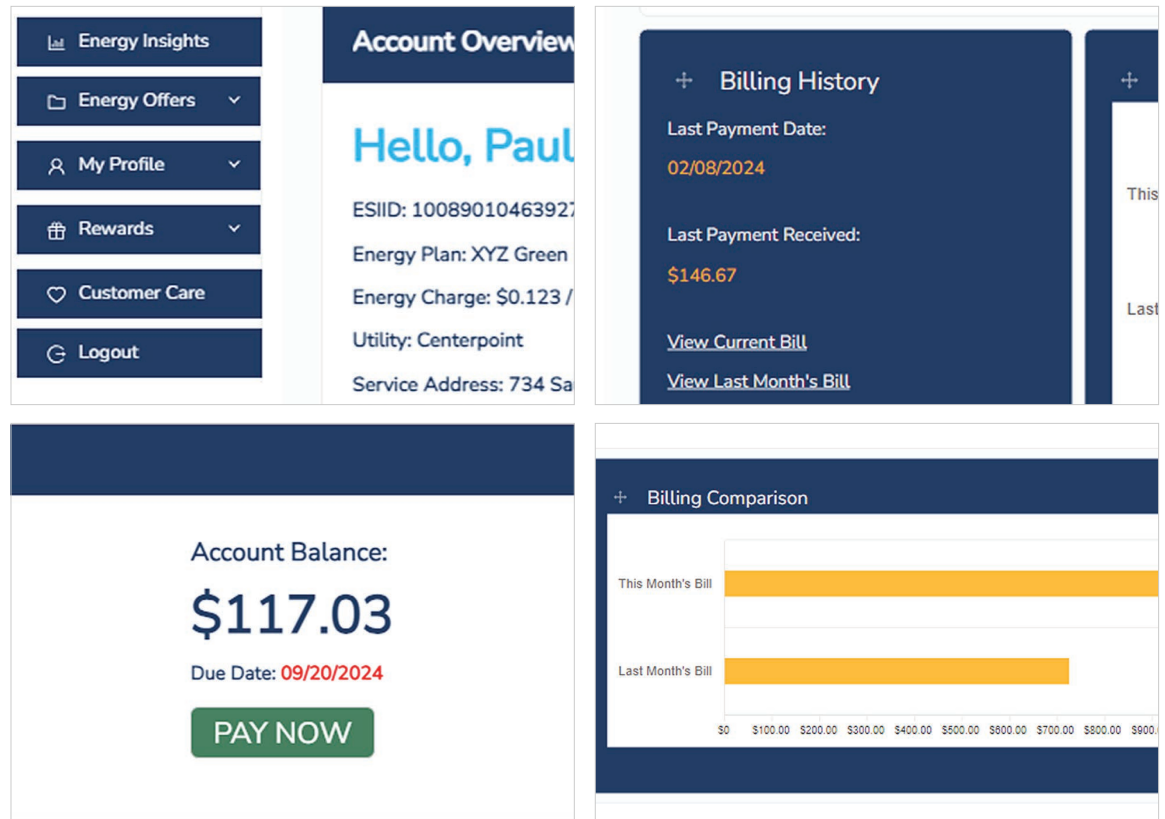
- Efficient product management – Streamlines the management of thousands of products.
- Targeted offers – Customizes offers for regions, customer types, and buying preferences – making buying more likely.
- Segmentation – Focuses special offers and business analysis on sectors, such as EV users, nighttime consumers, and customers who pay on time.

Engage Event Signals

Integrates with in-house and external solutions to drive tasks and communications throughout the customer life cycle. From sending SMS messages that tell customers “Your meter is turned on” to emails that remind them “It’s time to renew,” Engage drives customer fulfillment and organizational efficiency.

- Customer Events – Pushes data to trigger events from enrollment through renewals.
- Operations Events – Triggers back-office events, including KPI updates, insights, and CRM posts.
- Integration and Automation – Seamlessly integrates with best-in-class solutions.

Screenshots



For more information and to request a demo, visit

esgglobal.com/titanium-engage

About ESG Titanium™

ESG Titanium is the modular retail energy platform that empowers energy suppliers to grow their portfolio and optimize operations. Titanium includes transaction management, billing, and customer engagement.