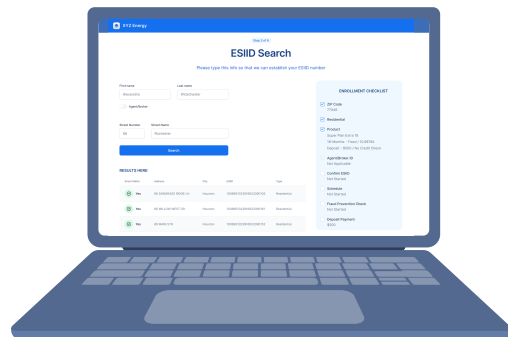


NEW

IMPROVING THE CUSTOMER EXPERIENCE FROM ENROLLMENT TO RENEWAL.

REDUCE CHURN | OPTIMIZE ENROLLMENT PROCESS | ENGAGE YOUR CUSTOMERS

The Customer Engagement Portal will help you engage with your end customers, from enrollment to renewal, while providing analytics and insights that will ensure an efficient and profitable revenue management cycle. These critical insights help reduce manual steps to segment the highest value customers and offer them appropriate rates, relevant products and timely promotions.



YOU'LL SEE RETAILER-FACING ANALYTICS AND DASHBOARDS ABOUT YOUR CUSTOMERS THAT CAN IDENTIFY HIGH VALUE CUSTOMER SEGMENTS AND BECOME COMPETITIVE DIFFERENTIATORS.



Drive personalized customer journeys using real-time data



Segment and customize your offers based on your business rules



Speed and accuracy with offers at scale (reduce manual lift)



Provide a frictionless customer experience



Keep high-value customers that add to your bottom line and reduce spend on acquisition costs



Reduce fraud



Offer best in class messaging options to your customers to meet them in the right place at the right time



ENGAGE YOUR CUSTOMERS AT SCALE: DIGITAL SIGNALS DRIVE ENGAGEMENT & ACTION

Touch customers with pinpoint accuracy using personalized messages via:

- SMS
- Email
- Online self-service portal

Cloud-based triggers meant to drive customer journeys in your CRM

AN INTEGRAL BUILDING BLOCK IN YOUR TECHNOLOGY STACK

Easy to add and easy to use.
Easy to add and easy to use- ESG's portal can be integrated right into your existing techstack. Already an ESG customer? The portal is tightly woven into the Titanium energy platform and is highly intuitive to integrate.

IMPROVE YOUR MESSAGING WITH PINPOINT ACCURACY

Use "digital signals" to deliver relevant customer messages at scale. Make sure your highest value customers are engaged at every critical touchpoint along the customer journey from enrollment to renewal. Personalized, effective and accurate messaging at scale.

A HOLISTIC END-TO-END SOLUTION

ESG truly provides a solution that is meant for all your data needs- Billing, CIS and Smart Meter Data Management, Revenue Management and Customer Engagement. Our company has more than 700 employees with more than 25 years in the business. We have the ability and flexibility to scale with you as well as the experience to do so.

40+
MILLION meters
served

800+
CUSTOMERS in energy, retail, metering,
billing, and oil & gas
pipeline with presence in
every deregulated US market

