

The logo for 'umax' is displayed in a bold, white, lowercase sans-serif font. A small 'TM' trademark symbol is positioned at the top right of the 'x'. The background of the entire page is a photograph of a wind farm with several white wind turbines and a field of solar panels in the foreground, all set against a blue sky with scattered white clouds.

umaxTM

maximum performance for utilities

Innovative & agile
business solution
for integrated utilities



**Smart flexibility.
Delivered.**

UMAX - The utility solution

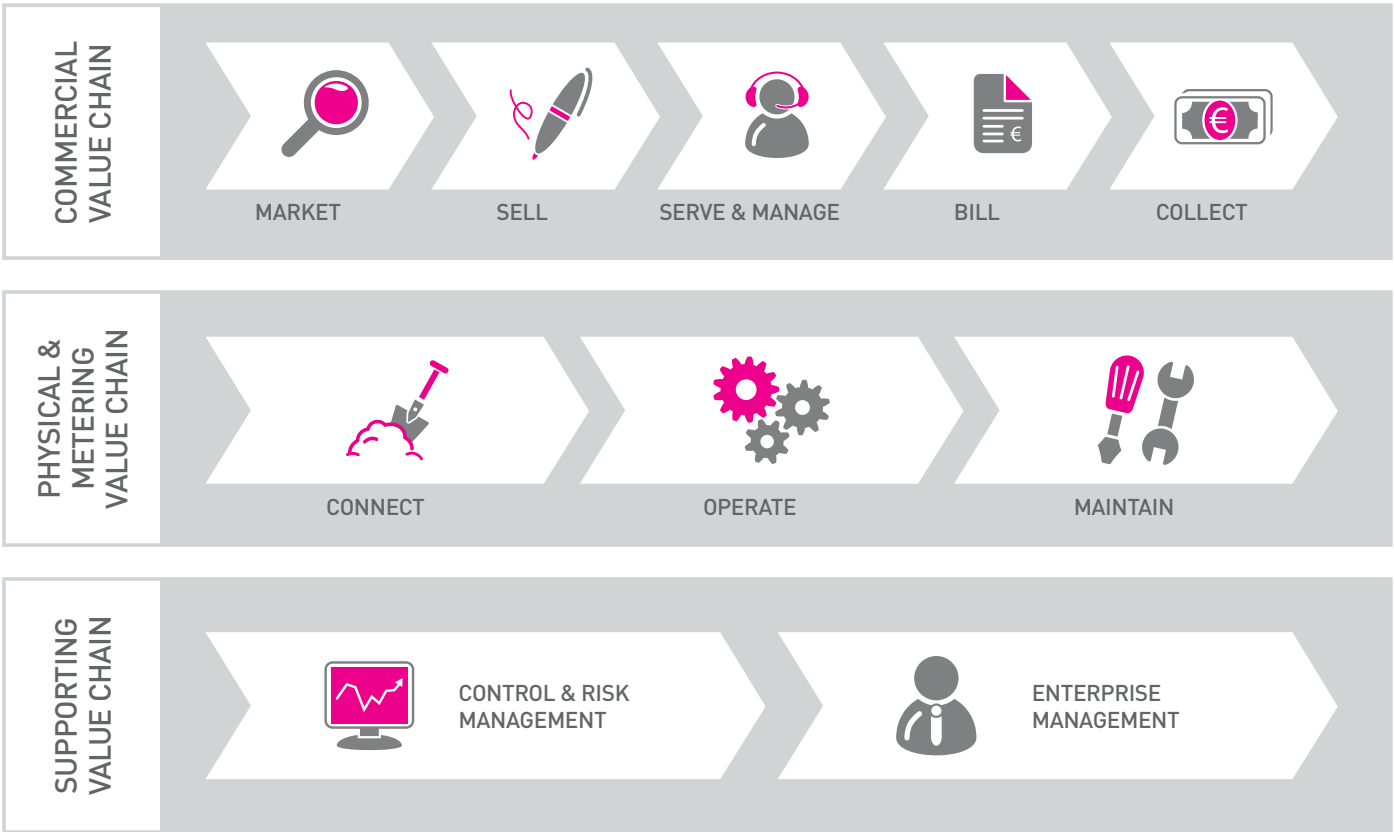
Certified by Microsoft, delivering smart flexibility

UMAX is the answer for utilities looking for a powerful and agile business solution. This integrated, standardized, out-of-the-box system was designed, built and certified for Microsoft Dynamics AX, using established utility industry frameworks and proven methodologies.

UMAX combines optimum flexibility with proven functionality and standardly integrates level 3 utility processes. From the process of connecting new retail and business customers, through to the process of collecting the amounts due and interacting with other market

parties (such as metering companies, external 3rd parties, etc) UMAX ensures utilities full support.

Moreover, this business solution helps utilities to stay in control of the consecutive stages in the different value chains.





UMAX stands for and guarantees

- Maximized customer revenues
- Reduced time & effort spent
- Processes built on customer value
- Optimized operational margins
- Higher productivity via integration
- An organization in control

Times of transformation

Requiring agility and flexibility from integrated utilities

These are challenging times for integrated utilities. Besides ensuring a secure and reliable energy supply at the lowest cost, integrated utilities need to keep up with the constant stream of regulatory transformations and economic uncertainties.

In recent years, many utility markets have been extensively deregulated. However, certain markets are still being serviced through 'integrated utilities' combining various market roles or combining all 'traditional' utility activities and processes in one utility company.

At the same time, integrated utilities have to prepare for important changes in the industry. The existing infrastructure needs upgrading in order to allow the rollout of e.g. smart meters, to facilitate decentralized production and to accommodate all future development needs.

Customers call for a closer relationship with their utility provider. All this will certainly necessitate substantial investments and change, during economic downturn times in which energy prices and service costs must be kept to a minimum.

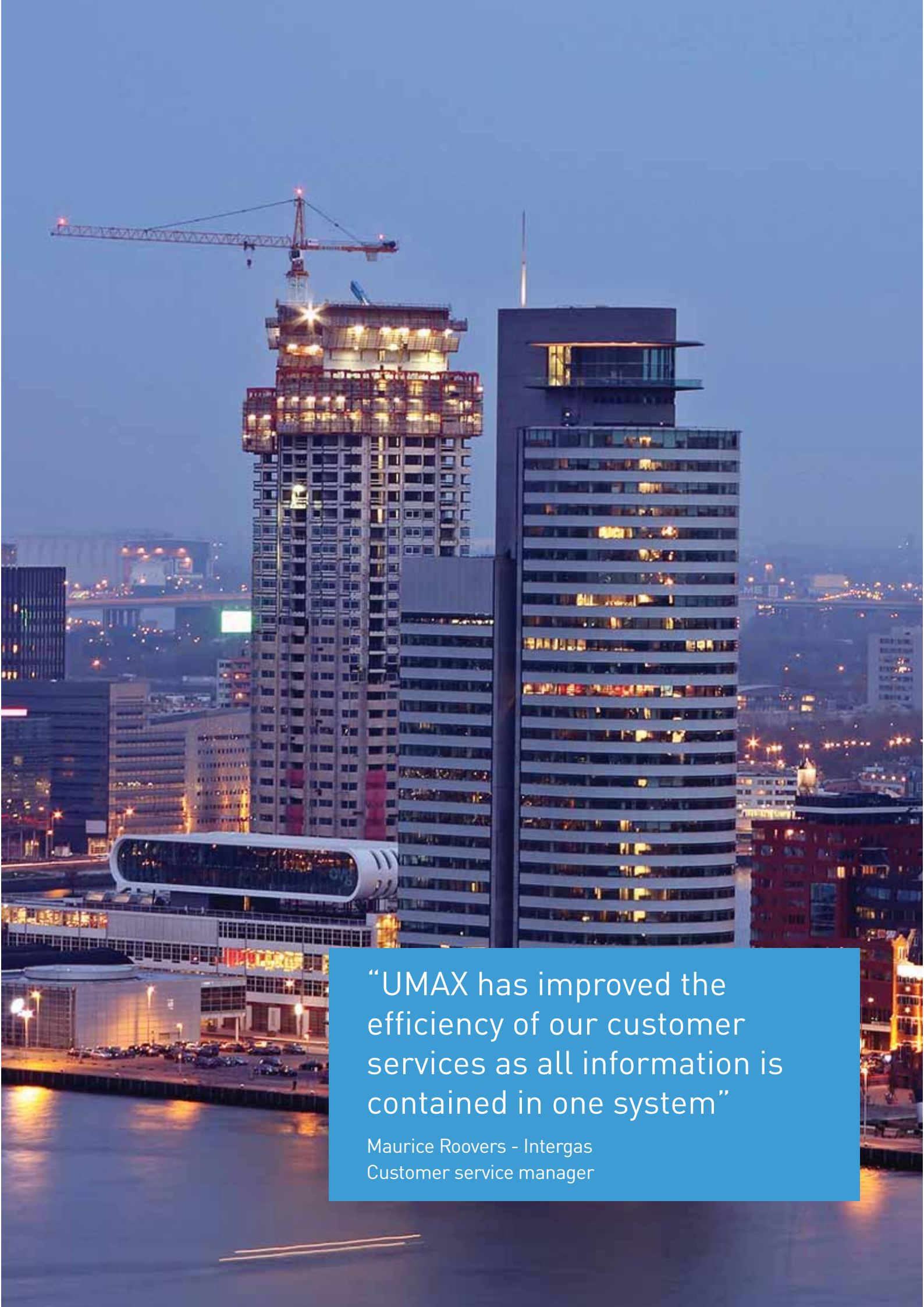
Customer processes and grid-related processes are inseparably linked to one another. The proper functioning of the entire utility value chain from generation over individual connection points to the collection of the invoiced amounts due, must be guaranteed at all times.

The role of an integrated utility is complex and includes many processes that are flawlessly supported by UMAX. Even when switching from a regulated to a deregulated market situation, UMAX will be able to easily support the (former) integrated utility in its new market role.



 A close-up photograph of a utility bill and a compact fluorescent light bulb (CFL). The bill is partially visible, showing a table with columns for 'DE GR', 'NO. DAYS', 'KWH', 'AVG KWH PER DAY', and 'AVG COST PER DAY'. The light bulb is in the foreground, slightly out of focus.

DE GR	NO. DAYS	KWH	AVG KWH PER DAY	AVG COST PER DAY
MONTH	31	324	10.5	1.60
MONTH	32	1.164	37.0	
YEAR	30	473	15.8	



“UMAX has improved the efficiency of our customer services as all information is contained in one system”

Maurice Roovers - Intergas
Customer service manager

UMAX for integrated utilities

Guaranteeing your future success

UMAX grew out of the idea to deliver an innovative, flexible, future-proof and affordable business solution that fully supports the customer relations management and physical value chain optimisation of integrated utilities. Moreover, UMAX was created to streamline the core customer/grid-related business processes, to lower the cost-to-serve and to reduce the overall cost of ownership of the IT landscape.









The perfect solution for integrated utilities

UMAX has proven itself as the perfect solution for managing various sequences of customer-related and physical processes taking place in virtually all integrated utilities.

An additional advantage is that the system has been designed to effectively manage the large variety of tasks, campaigns and channels used to communicate

and interact with B2C and B2B target groups during the 'moments of truth', such as a customer move or a grid extension...

Moreover, the integrated crm, project & warehouse management, billing & collect modules have been conveniently tailored to meet all the requirements of integrated utilities active in the utility sector. Additionally, UMAX seamlessly communicates with 3rd party systems such as sub-contractors, GIS or credit agencies and/or other organizations....

	Market Acquiring new retail & B2B customer
	Sell Support all stages in the selling process
	Serve & Manage Interact with customer requests
	Bill Forecast, simulate & invoice consumptions
	Collect Manage payments & amounts due
	Connect Link connections & network
	Operate Manage the network
	Maintain Service the network

“UMAX enabled us to reduce overall costs by 50%”

Jan Hammenecker - VMW
Manager business systems & communications

Staying in control of your company

The UMAX control framework

Being in control is one thing... staying in control another. For integrated utilities, it is important to keep operational margins as optimal as possible. To do so, you need to have a clear organizational structure, transparent processes & roles and data that is secured... It is equally important to gain insight in the fluctuating path of the actuals and to know what's going on at every level of the organization at all times, in order to react as quickly as possible when necessary.

The UMAX control framework (UCF) provides your key employees with actual and real-time information on the status of key performance indicators (KPI's):

- **Sales indicators:** volume sold, number of contract renewals...
- **Operational indicators:** status of processes, workload, open cases...
- **Financial indicators:** operational margins, cash flow position...

The performance indicators can be translated throughout the organization in a transparent and uniform manner, through role-tailored dashboards. By doing so, managers can focus on 'what really matters' and can measure performance at all times based on real-time and correct actuals.

“The energy sector is a risk business, and thanks to UMAX, we are in control”

Jeroen van Daal – Delta
Sales Director



Managing clients through customer value

Maximize customer contribution margin & reduce costs

Next to managing your assets and guaranteeing the proper functioning of the entire distribution network as well as all the individual connecting points... you need to respond quickly & foremost efficiently to a constant stream of change requests from your residential and business clients. To support integrated utilities in the execution of these tasks, UMAX was founded on the methodologies of...

- 6 sigma and lean management for efficient operational processes
- first-time right service management
- 360° contact circles to offer top quality customer service.

By combining these methodologies, UMAX enables integrated utilities to operate efficiently and keep 'cost-to-serve' under control while all customer interactions are handled

competently and effectively. UMAX's integrated principles for lean management and straight through processing give utilities the necessary tools to focus on efficiency.

These integrated principles help utilities in:

- reducing the risk of exceptions occurring,
- concentrating on the exceptions only (in the event they occur),
- re-orienting people & time spent on quickly resolving exceptions,
- guaranteeing efficient operations,
- organizing workload in a transparent way,
- clearly defining roles and tasks as well as escalation paths

... all this to limit overall cost of servicing and operational costs to a maximum and to safeguard the operational margins for integrated utilities.

Mobile workforce management

To increase productivity, UMAX also offers a mobile workforce management module, informing teams in the field - through various ways of communication such as smartphone, tablet or PDA - about the interventions and type of works to be executed, as well as about all the relevant customer details such as address, meter number,...

By doing so, this module enables you to have your teams work remotely in the field, update their work schedule instantly when an intervention has been executed or report back on the status and reducing process throughput times greatly.

UMAX - built on Microsoft Dynamics AX

A leader of industry platform

UMAX is the solution for utilities built on the Microsoft Dynamics AX 2012 platform, which is part of Microsoft's top-of-the-line easy-to-use, integrated and adaptable ERP applications that enable business decision-makers to quickly respond to market shifts, take advantage of new trends, increase their competitive edge and drive business success.

AX is a proven solution for large organizations. Within these organizations it empow-

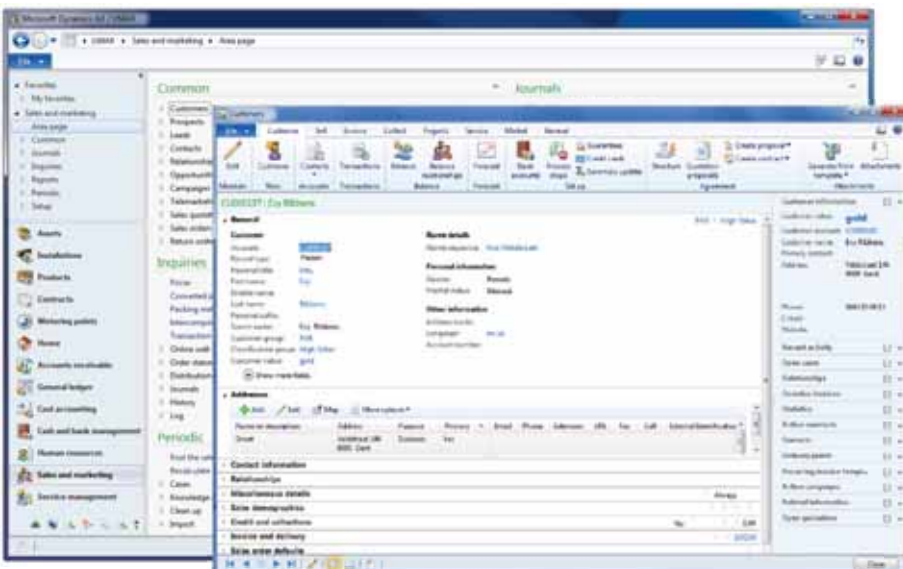
ers people to anticipate and embrace change so that the business can thrive. The solution features an intuitive and easy to learn & use Microsoft Office-like user interface and role-tailored dashboards.

Microsoft Dynamics AX is also a scalable solution that can grow as your business expands. Furthermore, through its layered structure, MS Dynamics AX offers flexibility and faster implementations for upgrades and updates.



Built on Microsoft Dynamics AX, UMAX guarantees these advantages:

- Flexible and modular solution
- Low maintenance costs
- Scalable application
- Future-proof solution
- Quick adoption ratio
- Low total cost of ownership



Certified by Microsoft

A proven, robust and trustworthy solution

UMAX is a solution certified for MS Dynamics AX, meaning it has passed Microsoft's most stringent tests - performed by Lionbridge and VeriTest, independent software testing agencies - and meets Microsoft's highest standards. This label assures that

UMAX is a proven, robust and trustworthy solution for utilities and a guarantee for future success. All these elements taken together make UMAX the best solution for utilities currently available on the market.



Leveraging on Microsoft technologies



Communicate with other applications within your IT landscape and external third party systems guaranteeing the consistent flow of data within UMAX, your business and the market.



UMAX seamlessly integrates with Microsoft Office, offering common tools for document output, bulk upload of data and communicating with internal and external clients.



Through Visual Studio, utilities can extend the UMAX solution with extra modules, tailor-made add-ons or offer web services to their customers, guaranteeing flexibility.



Through SQL, data is stored in a secure and consistent manner, offering instant reporting and clear-cut business intelligence, enabling utilities to be and stay in control of their business.



The cloud solution from Microsoft empowering utilities to store 'big data' & to source extra processing power for heavy processes such as: smart meter data and real time billing.

Delta multi-utility company

Managing 3 commodities in one solution

Profile

Not only does Delta supply energy and infrastructure services, it also supplies environmental and digital services such as waste processing, Internet, telephony, radio and TV. In Zeeland, its home base, a large proportion of households use Delta's products and services. The company employs over 3000 professionals.

Challenge

Since the liberalization of the Dutch energy market energy suppliers have had to work in a more flexible and professional way and, above all, in a more customer oriented way. The energy sales department of Delta used to work with all kinds of different systems for following up sales, invoicing and customer management. So they looked for a more streamlined system.

Solution

Delta chose to collaborate with Itineris, which supplies companies active in the utility industry with IT solutions. Itineris' UMAX solution is based on Microsoft Dynamics AX. The Delta employees in the sales department are now supported in all their tasks by the new system.

Advantages

- Faster & more efficient working
- Correct information
- Greater transparency
- Automatic reporting
- Better planning at business level
- Better customer follow-up
- Stronger competitive position
- Flexible evolution with the market
- Fewer risks for the company

“System users can plan their work more efficiently and customer follow-up is improved”

Jeroen van Daal - Delta
Sales director energy



What other customers have to say

UMAX, a proven solution supporting all utilities



Jeroen van Daal
Delta multi-utility company

“Thanks to UMAX we evolved from the management of premises to the management of customers. We can offer them advice and help them to save energy. Moreover, now it is easy for us to create reports on everything we do. Before, this was unthinkable.”



Koen Meersschaert
AWW

“This software package was praised for its flexibility in a study and for us this is very important... In particular, in order to keep up with the numerous legal amendments it's essential for AWW to opt for a real utility solution with a proven track record.”



Jeroen Bode
Eneco The Netherlands

“UMAX has allowed us to achieve three targets at once: reduce the time to market by developing new products very flexibly, cut the cost-to-serve and, gain a better insight into our sales processes and the settlement of contracts.”

“UMAX offers us fast access to data and efficient first line resolution”

Maurice Roovers - Intergas
Customer service manager

Who benefits from the power of UMAX?

Discover why they chose UMAX



E.ON A.G. - one of the world's largest power and gas groups - together with E.ON IT GmbH recently chose UMAX and Microsoft Dynamics AX 2012 as the solution to support the future growth of their business. They consider it to be a direct and practical alternative to SAP-ISU.



To turn its promises - as a new entrant on the Belgian retail energy market - into reality, Eneco Belgium was looking for an efficient IT solution to support the company in managing its new business activities and customer base. After a thorough study of the market, Eneco chose UMAX.



VMW's IT infrastructure for customer management was no longer able to support its rapid evolution, and the mainframe used was unwieldy and expensive to maintain. So VMW looked for a more flexible and more cost-effective system for automated billing and better customer follow-up. After a public tender, VMW opted for the UMAX solution for water companies (over SAP).





The drinking water producer AWW decided to change to a process-driven method of working in order to improve its internal operations and services. Integrated IT support is an absolute must for achieving this. AWW chose to implement UMAX essentially because of the flexibility it offers.



To better answer the needs of the deregulated energy market, Intergas wanted to streamline its administrative business activities. Now, more than ever, costs, efficiency and innovation play an important role. The gas company chose UMAX for distribution companies.



Eneco wanted to streamline its IT systems and the business processes built around them, while simultaneously accelerating the development of new products and services. The company wished to adapt its systems for e-business applications to improve customer service and reduce transaction costs. For that reason they opted for UMAX.

UMAX, your best guarantee for future success!

- Optimize operational margins via efficient project and service management
- Manage clients flexibly & efficiently via UMAX' integrated crm processes
- Manage your performance instantly, through the UMAX control framework



Other UMAX software solutions

Supporting all market roles & commodities

UMAX is available in four standard configurations. Each configuration is carefully tailored to the needs of a particular role in the utility market and supports different commodities.

All UMAX solutions are modular and scalable. The solution grows as your business grows. Moreover, the business solution can be fully integrated in existing IT landscapes.



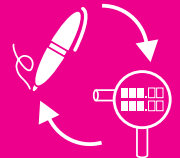
UMAX for
Suppliers
B2B - B2C



The solution for utility suppliers operating in a deregulated market, supporting all commodities



UMAX for
Integrated
Utilities



The solution for utilities active in a regulated market or executing multiple market roles

The solution for utility companies active in the deregulated and regulated water markets



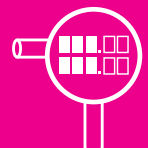
UMAX for
Water
Companies



The solution for companies active in managing the distribution net and grid related activities



UMAX for
Distribution
Companies



Discover the other UMAX solutions through www.umaxsolutions.com, our brochures or contact one of our partners.

Registered implementation partners

Delivering the power of UMAX to your doorstep!

UMAX is a global, standardized and packaged software solution for utilities. However, as in any other business, utilities have to comply with the (local) regulatory, judicial and fiscal standards and requirements.



Consequently, UMAX needs to be loaded with knowledge of local markets and industries. For that reason, UMAX is implemented by partners who are familiar with and fully understand the utility industry in your region or market.

Each of these partners has been thoroughly screened, selected and trained to deliver you the best services (adapted to your market & industry) combined with the power of a standardized, out-of-the-box and proven software solution - offered by UMAX.

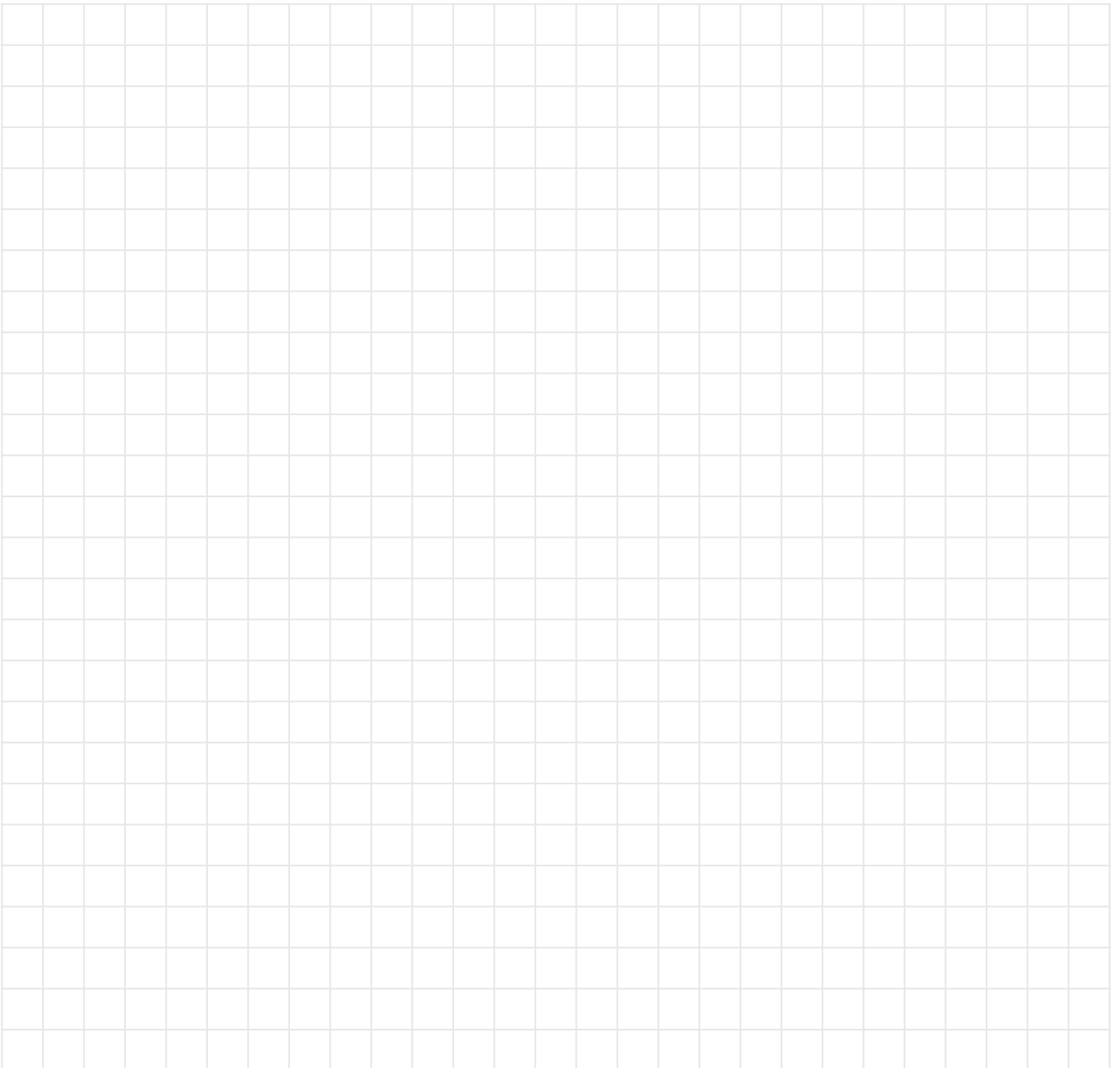
Ideal basis for success:

- a standardized 'out-of-the-box' solution
- built on a 'leader of industry' platform
- configured to the needs of your utility company
- adapted to the local market and industry standards

Find a UMAX registered implementation partner for your region on www.umaxsolutions.com

Your notes on UMAX

Write your ideas down, here!

A large grid of graph paper for taking notes. The grid consists of 20 columns and 20 rows of small squares, providing a structured space for writing ideas.

**Smart flexibility.
Delivered.**





umax™

maximum performance for utilities

Want to know more about UMAX? Please contact us.

UMAX is a product of Itineris. Itineris is a 100% utility industry focused, business and IT application consulting group with offices in Belgium, The Netherlands and North America.

Itineris offers innovative software solutions built on the Microsoft Dynamics AX® platform and related IT services for utilities.

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