

A photograph of a water treatment facility. In the foreground, a metal walkway with railings leads across a circular tank. The water in the tank is dark blue. In the background, there are green trees and a concrete wall.

umax™

maximum performance for utilities

Innovative & agile
business solution
for water companies



**Smart flexibility.
Delivered.**

UMAX - The utility solution

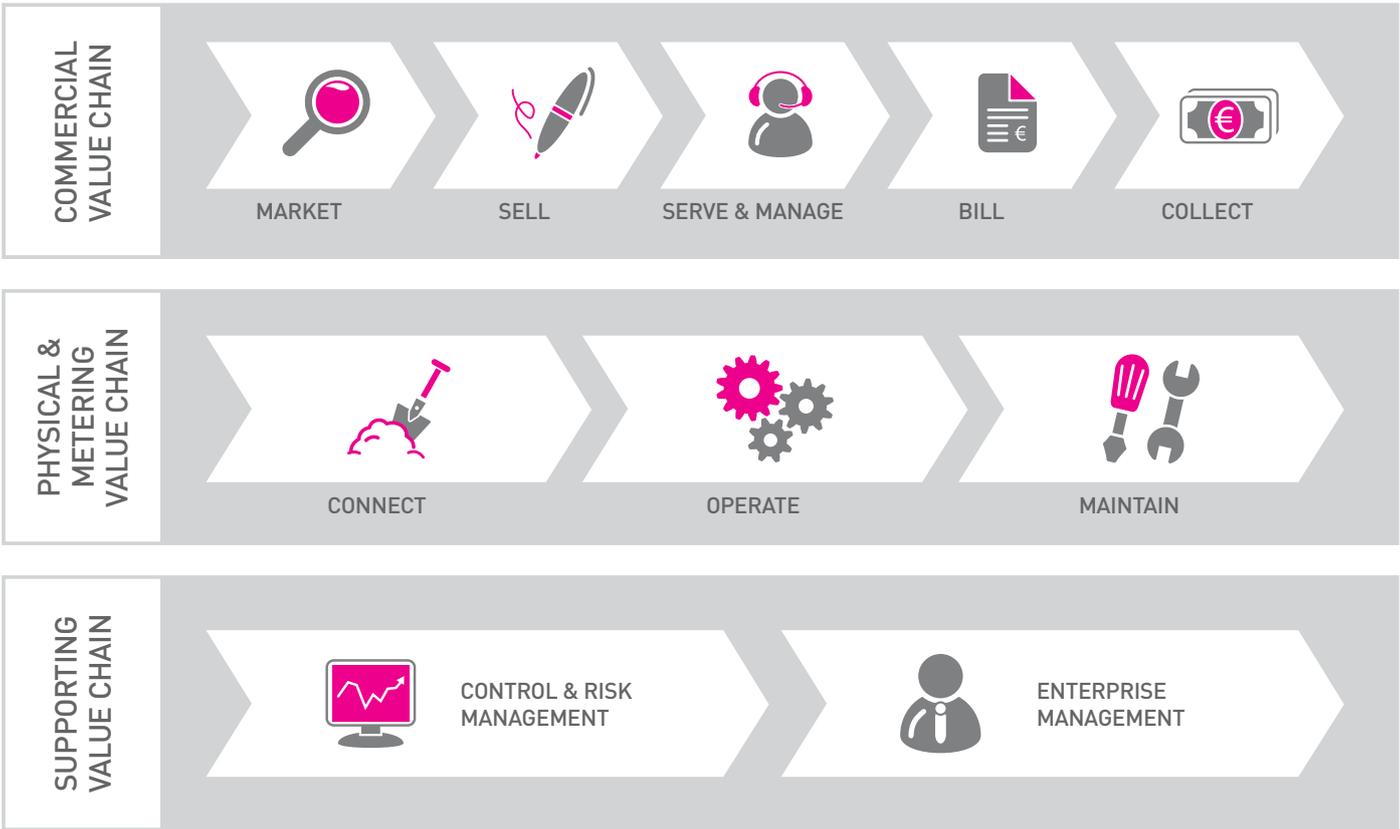
Certified by Microsoft, delivering smart flexibility

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 water companies 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

Managing water – the new frontier

Requiring agility and flexibility

Every day, water companies supply millions of litres of tap water to hundreds of thousands, or even millions of customers in their service area.

They connect homes and businesses to the water distribution network and provide assistance to customers who are moving house and/or subscribe to new services.

Water utilities run purification plants, pumps, pipes and meters and carry out tests to

ensure their drinking water meets the highest quality and safety standards.

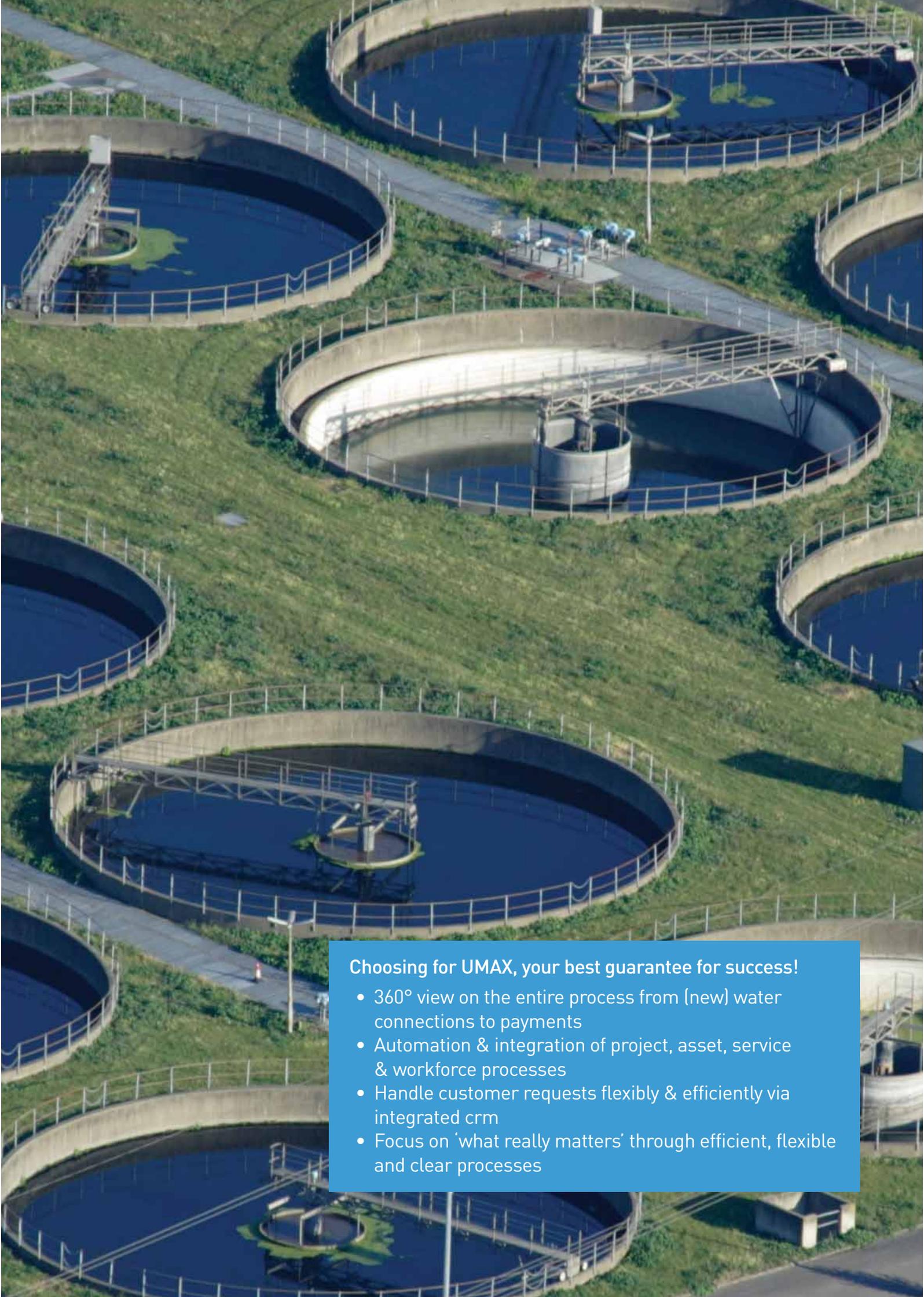
Alongside these activities they liaise with all relevant authorities and regulators who closely monitor their economic, environmental and quality performances.

Water companies are also facing important changes in their operating environment. Gradually progressing market liberalization may force them to strike a finer balance between keeping operating

costs at a minimum and ensuring that customers remain satisfied.

For that reason, water companies are looking for powerful and agile business solutions, supporting them in their core client-oriented business processes, allowing them to rapidly adapt to an ever-evolving environment and gain insight on the actual status of the business and its current performance.





Choosing for UMAX, your best guarantee for success!

- 360° view on the entire process from (new) water connections to payments
- Automation & integration of project, asset, service & workforce processes
- Handle customer requests flexibly & efficiently via integrated crm
- Focus on 'what really matters' through efficient, flexible and clear processes

UMAX for water companies

Guaranteeing your future success

UMAX grew out of the idea to deliver an innovative, flexible, future-proof and affordable business solution that fully supports water companies in the management of the core client-oriented business processes. Moreover, UMAX was created to lower the cost-to-serve by optimizing these business processes and to reduce the overall cost of ownership of the IT landscape.

The perfect solution for water companies

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

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 project and warehouse management, billing and collect modules have been conveniently tailored to meet all the requirements of water companies active in the utility sector. Additionally, UMAX seamlessly communicates with other market parties such as government institutions and 3rd party systems such as sub-contractors or other organizations.

	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

“The standard features of the UMAX solution already met 90% of our needs”

Jan Hammenecker - VMW
Manager business systems & communication

Staying in control of your water 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:** number of grey water conversions, requests,...
- **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



360° lifecycle

From connection to customer... and back

The proper functioning of the water distribution network and all individual connecting points must be guaranteed at all times. Repairs, extensions, updates, new connections to the network and meter installations must be carried out quickly and flawlessly. As a water utility you take the lead here, and UMAX provides excellent services in this respect to help you focus on your core business: managing the water distribution net, end to end.

Efficient handling of customer requests

When customers request a technical intervention, e.g. a new connection or a defect, a team goes on site. UMAX' integrated crm, project, asset and service management modules ensure the timeliness and efficiency of the interventions. The software sends service orders to the various departments. People are scheduled and

instructions sent out so that everyone knows exactly what has to be done. Moreover, after the intervention the system prepares everything for billing. All this to keep time spent & effort invested to a strict minimum.

Asset lifecycle management

With UMAX you have full control over meters, connections and cables. The asset management module lets you manage complex installations, monitor the lifecycle of specific assets (e.g. smart meters) and quickly initiate necessary interventions. The system also interfaces effortlessly with various external applications such as geographical information systems. It receives and stores data and generates reports. UMAX' ease of use and powerful features make it an indispensable tool for preparing and managing major projects

and investments such as comprehensive grid updates, the roll-out of smart meters or the replacement of pipes, transformers and various other assets.

Mobile workforce management

UMAX' mobile workforce management module is yet another instrument to boost productivity. It allows mobile communication with teams in the field via smartphone, tablet or PDA. This enables the sharing of customer details, such as address and meter number, and facilitates the exchange of information about the planning and execution of technical interventions. This module lets you instantly update or even change round the work schedule of teams and individual operatives in the field. You can direct them to the address of a customer who's just reported a defect, while they can report back on the status of their work.

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-

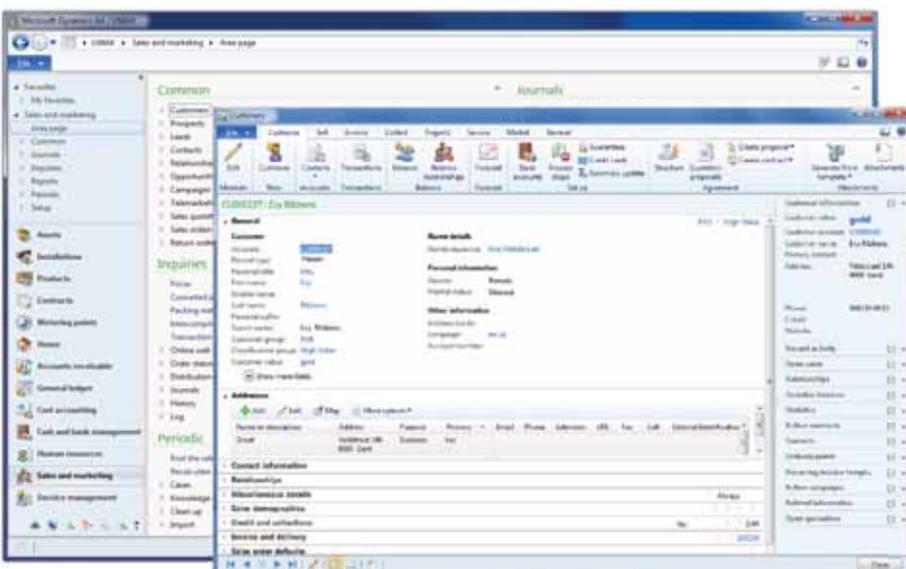
ers people to anticipate and embrace change so that the business can thrive. The solution features an intuitive and easy to learn & use Microsoft Office-like user interface and role-tailored dashboards.

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.

VMW opted for change!

Belgian water company reducing its costs with 50%

Profile

VMW is the largest drinking water company in Flanders (Belgium). It is a partner to its associates in the municipalities for the expansion of municipal sewerage networks. As an integrated water company it also develops customized projects for companies.

VMW supplies drinking water to 2,6 million customers in 171 Flemish municipalities, spread across the different provinces. The organization has 1500 staff.

Challenge

VMW carried out a thorough reorganization but was working with an outdated and expensive customer management system. This made it impossible to automate specific services or to serve customers more efficiently at a reasonable cost. The customer database also needed a major clean-up.

Solution

VMW commissioned Itineris to install its UMAX solution based on Microsoft Dynamics AX. The central database was brought up-to-date and the billing system was adapted, where necessary, to the needs of VMW.

Advantages

- Maintenance costs halved
- Flexible and simple
- User-friendly
- Integration with other applications
- Intelligent assignment of bills
- Significant time savings
- Improved customer service
- Hardly any support required
- Exponential growth possibilities

“Thanks to the intelligence of UMAX, revenues are automatically coupled to the bills and productivity has increased sharply”

Jan Hammenecker - VMW
Manager business
systems & communication



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.



Previously, multi-utility company Delta used a variety of systems to manage customer relations, prepare invoices, manage contracts and follow up sales. The company looked for a new and more streamlined ERP system. Today, UMAX, based on Microsoft Dynamics AX, supports Delta in its day to day tasks.



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.





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

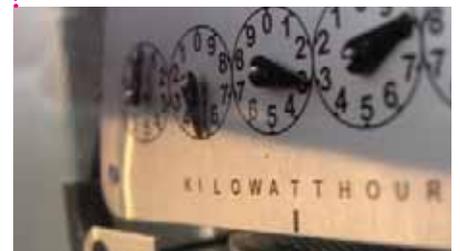
The solution for utility companies active in the deregulated and regulated water markets



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.

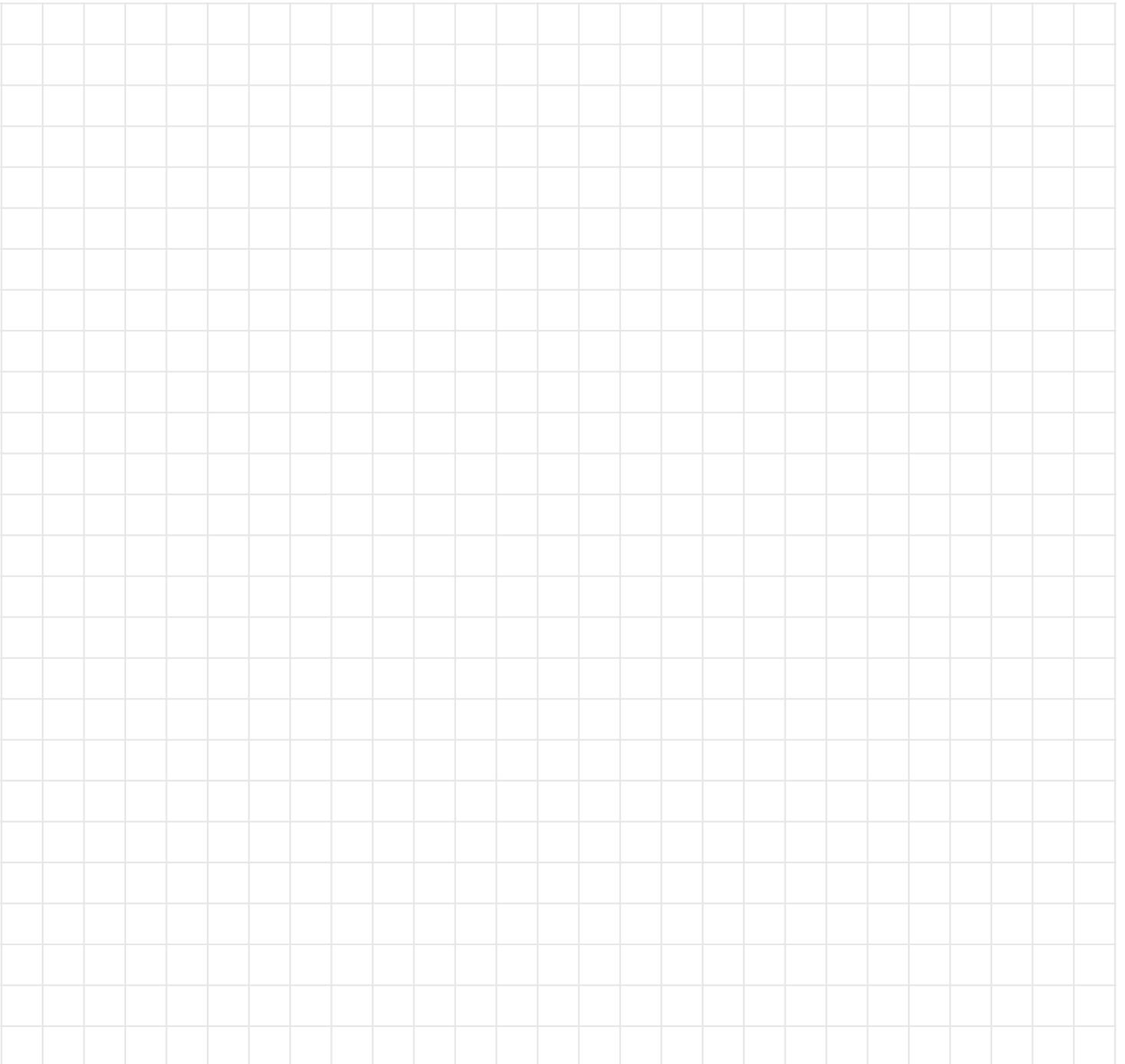
Ideal basis for success:

- 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, consisting of 20 columns and 25 rows of small squares, intended for writing notes.

**Smart flexibility.
Delivered.**





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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.

Europe

ITINERIS (HEADQUARTERS)
Xavier De Cocklaan 24
9831 Deurle
Belgium
info@umaxsolutions.com

North America

ITINERIS (USA & Canada)
PO Box 680451
Marietta, GA 30068
USA
info@umaxsolutions.com

ITINERIS (The Netherlands)
Bredaseweg 106a
4902 NS Oosterhout
The Netherlands
info@umaxsolutions.com

Other regions

Please contact the headquarters,
we will bring you in contact with the
most suitable implementer.

Discover more

Web: www.umaxsolutions.com
E-mail: info@umaxsolutions.com
Twitter: [umax_solutions](https://twitter.com/umax_solutions)
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