



ENERGY & UTILITIES
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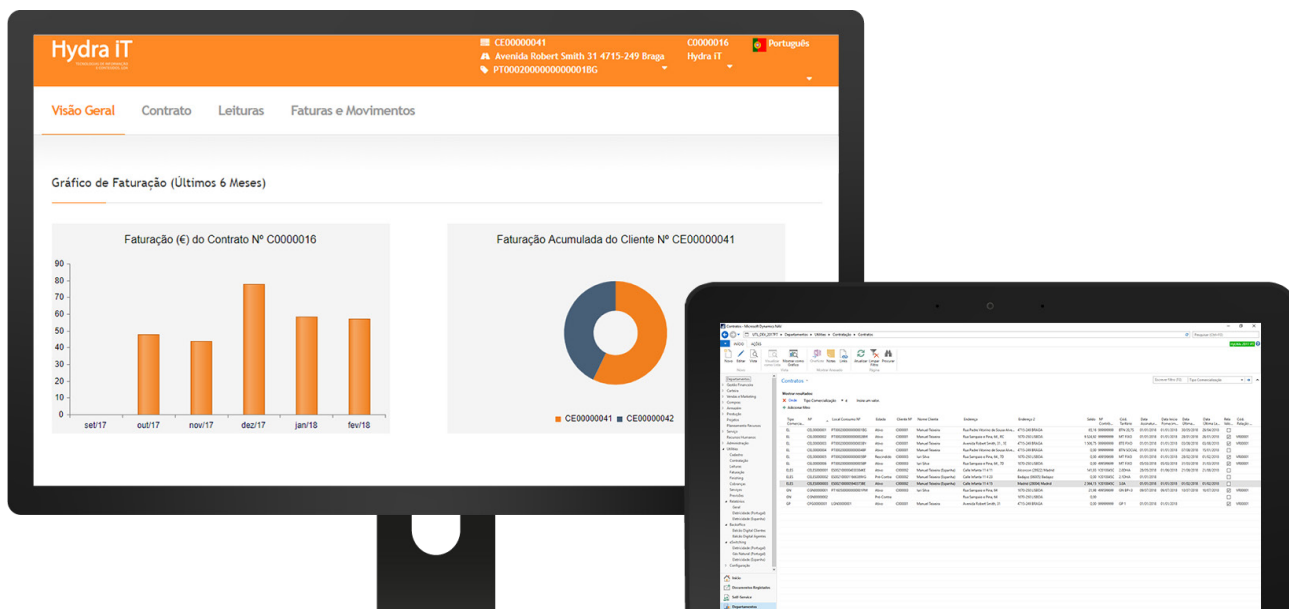
Operational Management
and Commercialization of
Energy and Utilities

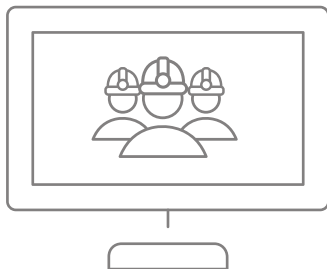
The **Energy & Utilities** solution is an Add-on for Microsoft Dynamics 365 Business Central ERP for managing the operational activity of energy trading companies (Gas, Water and Electricity).

In addition to the common features of an ERP, such as billing, stock management, human resources or logistics, this solution has features in terms of operational management, dedicated to the needs of Energy and Utilities traders.

Main Features

- Management of contracts, readings and billing
- Calculation of consumption forecasts based on the operational history of each Customer
- Integrated switching for the Electricity and Natural Gas markets - integrated supplier change management with logistic operators (OLMC - Logistics Operator for Switching Suppliers)
- Dual Contract Management: Electricity and Natural Gas
- Energy type configuration, tariffs, tariff types, transitory tariff prices and indexed prices
- Centralized collection management (branches/SDD/MB/CTT)
- Contract management: debt, termination and reactivation
- Electronic billing dispatch
- Interaction management back-office with Agents and Customers Digital Branches
- Reporting for activity control and legal (ERSE/Tax Authority)

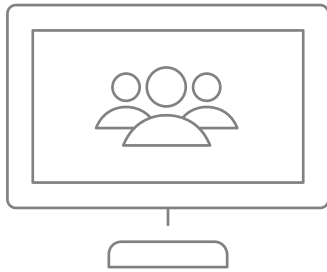




Digital Agents Desk - Electricity and Natural Gas

- Management of access to the Digital Desk
- Adhesion Order Management
 - Order Inquiry - Adhesions, information and complaints
 - Monitoring the evolution of the order status
 - Reuse of data from previous membership applications
 - Integration with the Dynamics 365 Business Central back-office
- “My Wallet” consultation
 - Consumption, Customers and Contracts Wallet
 - Export to digital format
- Contract Management
 - Consultation and requests for changes to general data and contract conditions
 - Customer checking account
 - Consultation of communicated readings
 - Graphical query of billing history (last 6 months) and consumption history
- Submission of Membership Orders
 - Interface between the end customer and the trading company
 - Pre-contract creation
- Commissions
 - Integration with Dynamics 365 Business Central Back-office
 - Commission calculation based on configurable calculation formulas
 - Commission status consultation



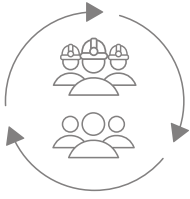


Digital Customers Desk - Electricity and Natural Gas

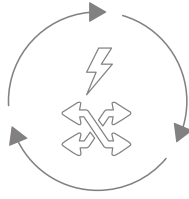
- Management of access to the Digital Desk
- Adhesion Order Management
 - Order Inquiry - Adhesions, information and complaints
 - Monitoring the status of orders
 - Reuse of data from previous membership applications
 - Integration with the Dynamics 365 Business Central back-office
- Contract Management
 - Consultation of general data and contractual conditions and requests to change the direct debit
 - Checking current account
 - Consultation of readings communicated
 - Graphical query of billing history (last 6 months) and consumption history



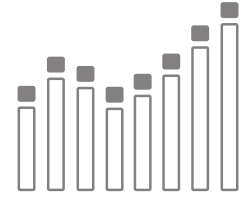
Simplify processes, connect employees, suppliers and customers on a single digital network



Agent and Customer Management



Switching operational Management



Business Support Reporting



Monitoring of readings and information control



Contract Management



Debt Control



Braga
Av. Robert Smith
Centro de Serviços Domus Qualitas nº 31
4715-249, Fraião
Telf: +351 253 200 320

Hydra iT

TECNOLOGIAS DE INFORMAÇÃO
E CONTEÚDOS, LDA

Lisboa
Edifício Arcada
Rua da Eira, 18 D
1495-050 Algés
Telf: +351 214 222 194



www.hydra.pt | infogeral@hydra.pt

Microsoft Partner
Gold Enterprise Resource Planning
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Silver Application Development
Silver Cloud Platform