



News & Press

NexusView Launched

Charlottetown, PE. August 2019 | Cogsdale is pleased to announce that our new customer portal has recently launched. We knew our core customer information system was already best-in-breed but wanted to update the user experience and interface. We worked with several customers and researched industry trends to develop a modern, responsive application. Our new portal is an efficient interface for customer service representatives at public sector organizations to access the information they need daily.

After successful beta testing, View is now live at customer sites in the United States. Customer service representatives will spend most of their day in NexusView, rather than moving from screen to screen looking for information. Users are telling us that they like the way they can efficiently search and manage account information from a single webpage.

Casey Dowd, VP, Sales and Marketing, talking about the launch of View stated: "Customers are as excited as we are with the launch of NexusView. Our long-term roadmap is full of more functionality for View, but we are pleased to hear the reviews about the first version and the positive comments about usability." The first version of View featured functionality such as:

- **Instant** search results and **immediate** access to Location and Customer data
- **One view** of customer information and account activities
- **Simplified** initiation of payments and service orders
- **Quick snapshot** of account activities
- **Track** customer communications
- **View** customer balances and services
- **Seamless integration** with external payment processors

For more information contact:

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About Cogsdale and Harris

Cogsdale has been delivering powerful integrated information solutions since 1997. The Cogsdale solution offers a best-of-breed customer information system on an integrated platform that also includes: financials, distribution, utility billing, customer management, work management, project management, and procurement. Cogsdale extends the suite to include functionality such as: interactive voice response, document management, payment kiosks and online credit checks.