



2021

MARKETPLACE

Discover additional solutions to increase the value of your Customer Information System.



**Easy to Deploy,
Easy to Operate,
Easy to Upgrade.**

SmartWorks empowers utilities to navigate change and unleash the power of their smart infrastructure.

SMARTWORKS COMPASS

UTILITY DECISION
MANAGEMENT



SmartWorks Compass is a utility decision management solution that enables utilities to maximize their return on investment in their smart infrastructure.

METERSENSE

METER DATA
MANAGEMENT



MeterSense is a scalable and configurable meter data management (MDM) module that efficiently manages and intelligently interprets critical smart meter data.

SMARTWORKS CONNECT

CUSTOMER
ENGAGEMENT



SmartWorks Connect is an online web portal that transforms the way utilities share information with their residential, commercial and industrial customers.



SMARTWORKS
Make the Complex Simple

THE POWER OF MOBILITY for you, your employees, & your customers.



With dataVoice software solutions staff and crews deal swiftly with service interruptions and inclement weather.

This integrated utility management system makes it easy both to predict and manage outages and to communicate reliably with customers and line crews.



OUTAGE MANAGEMENT SOLUTIONS (OMS)

Manage, predict and prevent outages. Measure enhanced customer service as you do it.



INTERACTIVE VOICE RESPONSE (IVR)

Provide customers convenient ways to report outages, retrieve account information, pay by credit card, request extensions and more.



MOBILE SOLUTIONS FOR CUSTOMERS

Keep customers up to date by web, app or text. Provide quick and easy access to outage and account information. Let customers pay by app.



MOBILE SOLUTIONS FOR CREWS

Give line crews an easy way to report location and status. Make it just as easy to see details about the power system and outage situation. Use similar tools to assess damage, manage vegetation, and collect other information.



EXTENSIVE INTEGRATIONS

Get the complete picture. Core integrations begin with Customer and Geographic Information Systems (CIS and GIS). Combine that with:

- Multiple ways for customers to report problems
- SCADA and distribution management
- AMI, meter infrastructure
- AVL, vehicle locations

SOLUTIONS FOR

 **ELECTRIC**

 **WATER**

 **INTERNET**





MAP-BASED FIELD SOLUTIONS

TRUSTED, PROFESSIONAL SERVICE

Partner offers a wide variety of GIS and workflow-based services and training tailored to your utility's needs for each Partner application. The Partner team is ready to help with any special concerns or topics.

For on-site training, please call 800-964-1833.

To register for Partner Training Workshops, please visit the events page of PartnerSoftware.com.



Contact Us

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☎ 800.964.1833

PartnerSoftware.com



Partner Software powers 190+ utilities serving more than 4.9 million customers.

At Partner Software, we build field mapping solutions that make it easy to perform maintenance, manage repairs and monitor construction. Our user-friendly mobile maps integrate data from multiple systems to streamline your workflow.

No matter your utility's needs, Partner powers your growth.



YOUR UTILITY OPERATIONS, INTEGRATED.

PARTNER MAP VIEWER

The foundation of our software. Geographically displays your assets and associated data in an easy to operate interface. Partner Map Viewers are site licensed for your entire organization to utilize. Available on Windows and iOS (Partner Mobile) devices. Supports disconnected aerial photography to help you visualize the surrounding terrain.



FIELD DESIGN

The power to inventory and manage your entire electrical distribution system in one simple map viewer. Whether it's designing new service drops, replacing old assets, using GPS to perform map corrections, or full-service field inventory collections, Partner's Field Design application can be configured to match any unique workflow. Streamline the design process with simple-to-use tools that allow you to create GPS-accurate sketches, generate robust work order and staking reports, and provide global insight on all work order information to supervisors. Integrates with any GIS system so you can keep your inventory up-to-date, and with your CIS and Financial systems to ensure the right materials are ready for your construction crews to install. Site-licensed for unlimited user installs.



PARTNER MOBILE

View your Partner Maps on iOS— devices even when disconnected. Receive updated maps from the field and use GPS to navigate to map locations. Partner Mobile also collects inspection data and synchronizes to the cloud without the need for bulky laptops.



FIBER FIELD DESIGN

Now supports telecom and fiber networks! Use Partner's Fiber Field Design program to design, update, and maintain fiber broadband networks and telecommunication assets.



DISTRIBUTION INSPECTION

Helps organizations comply with their mandated RUS inspection cycles. Distribution Inspection allows end users to digitally collect information on forms, store that information as records, and generate reports based upon the data collected. In addition, Distribution Inspection also allows organizations to maintain a chain of inspections and retrieve historical records for reporting and forecasting. These features help make inspection compliance for insurance and legal purposes practically effortless.



VEGETATION MANAGEMENT

Organize and view your vegetation management work as it progresses. Crews have the ability to work and record data for single points (e.g., danger trees or hotspots) as well as area locations. Standard data, such as length and acreage, can be calculated easily and even filtered, making it possible to observe trends and plan appropriately. Offers the ability to group related work for a variety of data management needs, such as tracking progress for payroll purposes. These groups can be subsequently merged, split, and renamed as needed depending upon your vegetation management workflow.



DAMAGE ASSESSMENT

Developed primarily as a bird-dogging tool for storm or emergency situations, Damage Assessment allows crews to quickly tag locations by type and severity in the aftermath of a major event. When linked to GPS, damage icons are precisely placed at the problem locations. With network connectivity, office staff and field crews can be updated as damage is discovered and evaluated. Allows streamlined organization-wide communication at a time of potential crisis. At the conclusion of any declared event, documented information can be easily sorted on-demand, making FEMA reporting easier.



MOBILE OUTAGE

Partner's Mobile Outage application integrates with your OMS system to display real-time outage data geographically in your Partner Map Viewer. Verify, edit, and share outage information within one application. Data collected is then sent back to the OMS. Reduces radio chatter and streamlines the outage restoration process.



AUTOMATIC VEHICLE LOCATION VIEWER

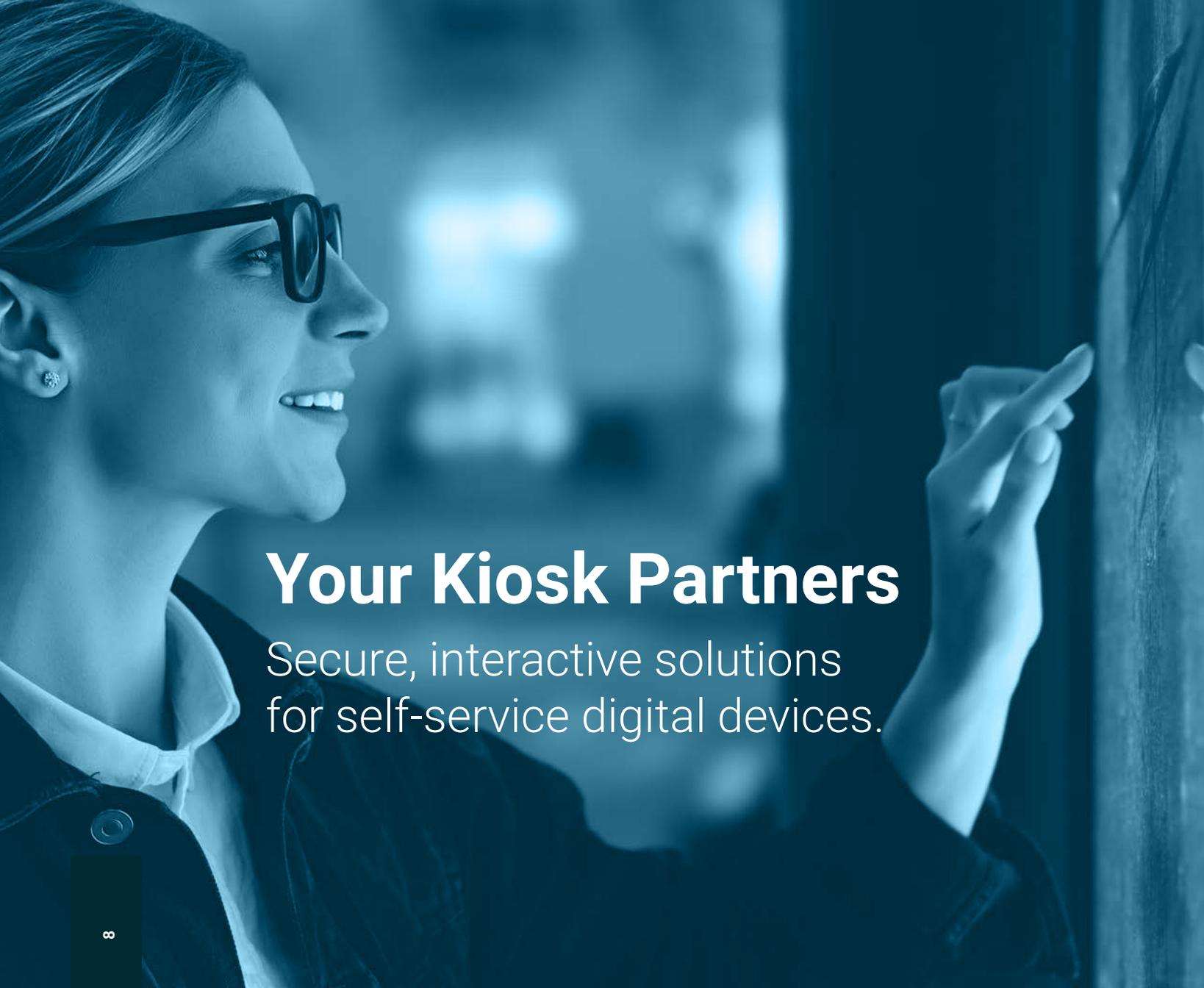
Keep track of your trucks in the field on your desktop or iOS device. This application integrates with your AVL system and allows the user to define the sync interval time. Users can determine symbology rules and filter vehicles shown on your Partner Map.



"Partner has changed the way we do business. Our productivity and business intelligence has increased drastically by leveraging their many platforms. Their forward-thinking mindset will ensure our collective success well into the future."

—Jeff Brewer, Manager of Engineering, Tri-County Electric Cooperative, FL

YOUR UTILITY NEEDS, SOLVED.



Your Kiosk Partners

Secure, interactive solutions for self-service digital devices.



FOCUSING ON CUSTOMER SATISFACTION



Quicker service for simple bill payment transactions, with flexible payment options



Peace of mind when transactions post immediately to the CIS—for example, making a last-minute bill payment



Increased office hours—kiosks can be made available when no staff members are on duty



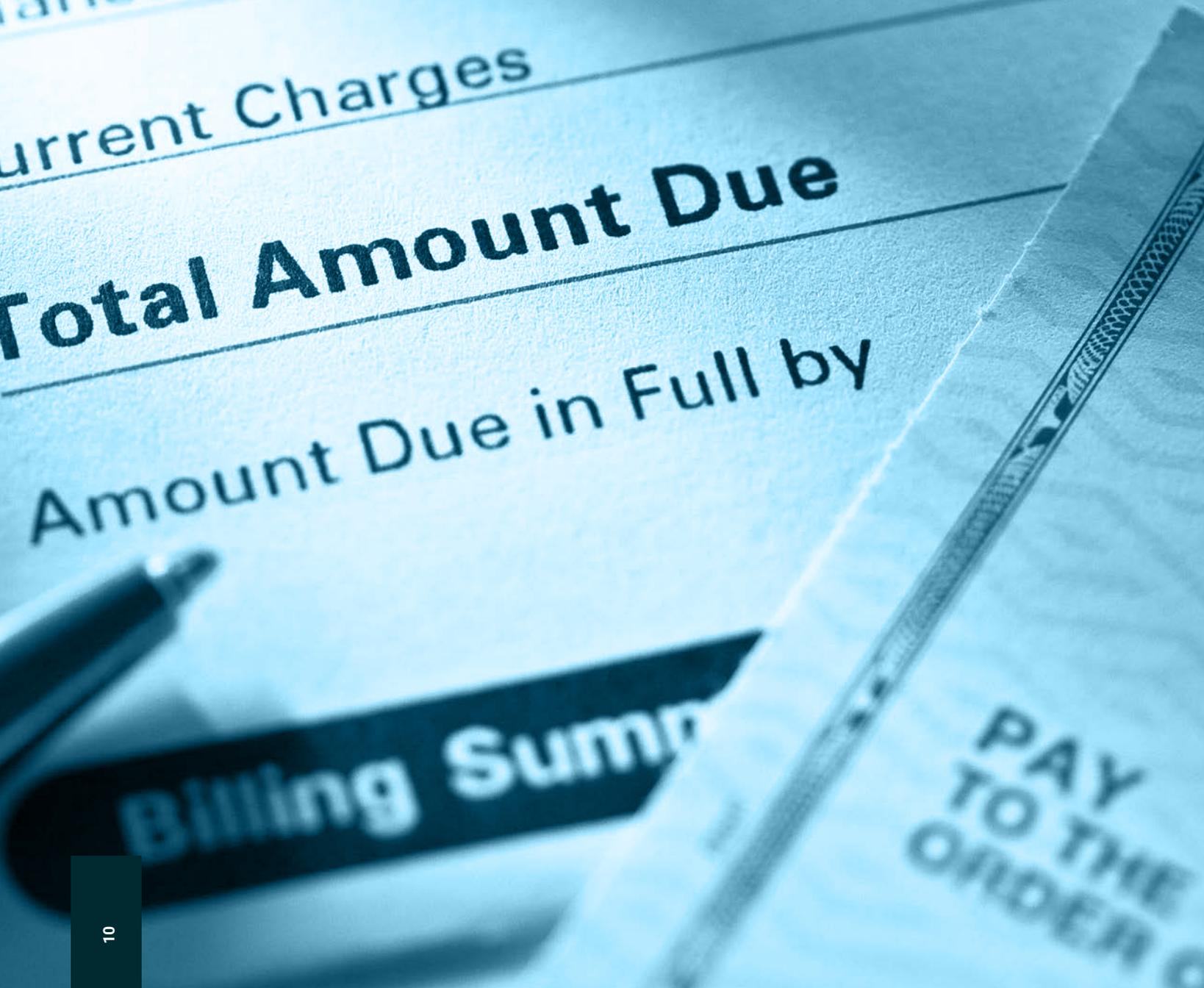
True self-service performance with intuitive interfaces and support for multiple languages

Dynatouch Provides a Better Way to Handle Utility Bill Payments, designed and developed with a background of over 30 years of experience in the kiosk space.

DynaTouch delivers proven solutions that have already improved customer experience with **queuing, customer flow management, directories and wayfinding, training, surveys, secure Internet/Intranet access** and more.

From the military to health care and government, these kiosks have become secure and reliable parts of operations in a number of heavily regulated sectors.





Stop the paper chase with the industry's leading check processing solution.



The Enterprise Cloud Processing (ECP) solution enables utilities of all sizes to reduce the time and cost of manually processing check payments. Our direct integration with your CIS will allow you to digitize, post and deposit paper payments faster and with less touches than ever before.



ELIMINATE CHECK-ONLY CHALLENGES

Remove the need to spend time looking up customer names! Our proprietary account matrix will maintain a record of every payment processed through the system. When a payment is received without an accompanying remittance the software will suggest CIS accounts based on historical data.



BRIDGE THE DISCONNECT WITH DISCONNECTS

When you have customers scheduled for account disconnection or suspension, the difference between making or missing a payment is critical. The ECP solution will validate payments against the disconnect list and notify your collections team via email as soon as a delinquent account is paid.



INSTANT ACCESS TO PAYMENT IMAGES

Transaction images (including any remittance documentation and checks) are available for research as soon as the transactions are processed within the solution. Both your AR and customer service team can perform advanced searches and retrieve transaction information from the secure online portal.



STOP CASH-ONLY PAYMENTS BEFORE THEY BECOME NSFS

NSFs and bank returns introduce costly delays to both you and your customers. Through a direct integration with your CIS provider the ECP solution will identify any customers flagged as "Cash Only" and reject check payments made to those accounts. All rejects are included in a robust suite of reports for customer service to follow-up on.



GET RID OF REDUNDANT PROCESSES WITH ONE-STOP-SCANNING

There is no need to scan payments a second time for your bank or to manually record the payment in your CIS. Not only does the ECP solution create a daily bank deposit file, but it leverages an advanced integration with your CIS in order to post the payments automatically.



GIVE YOUR CUSTOMERS PAYMENT OPTIONS

Allow your field offices to accept and scan check payments into the ECP hub with no desktop software to install!



Improving Engagement Through Experience

Customers expect instant self-service and information at their fingertips.

Today, more than 50 Utilities are using SilverBlaze to connect with over 4,000,000 customers.

SilverBlaze provides utility consumers with self-help tools to manage their usage, and allows utility providers to engage customers with push notifications, and timely service information.

It's easy to integrate with existing systems and offers complete functionality on laptop, desktop, and mobile devices.

SilverBlaze, a best-in-class customer care experience that engages customers as utility partners. Accessible via computer or mobile device, SilverBlaze delivers the power of analytics to the utility's residential customers in a clear and intuitive manner. SilverBlaze allows customers to view consumption patterns and comparisons and better understand the actions they must take to manage usage and help the utility achieve its objectives. The customer-focused technology solution uses intuitive charts, tables and graphs to present usage and cost data to utility customers.



Bills & Payment

Download and view or print current or past utility bills.



Billed Usage

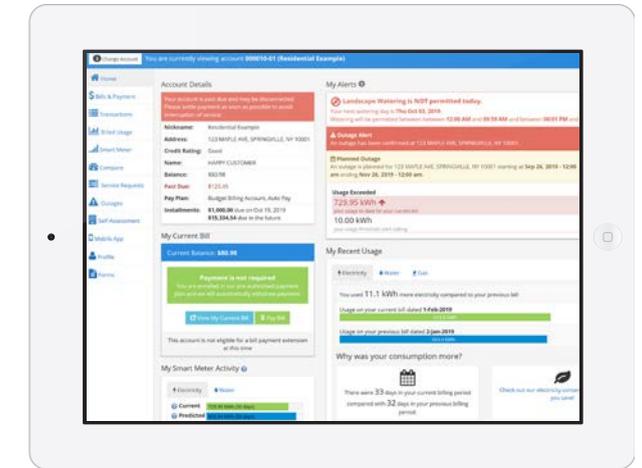
Display meter readings over the past 24 months to compare monthly consumption.



Account Notifications

Receive email or text notifications when your usage is high or if there is a power outage.

With SilverBlaze, wait times and the headaches they cause for customers and staff—are a thing of the past. By increasing your service offerings, emphasizing customer engagement, and lowering your overall costs, SilverBlaze is an unbeatable solution for the self-service web portal needs of your utility.



SilverBlaze

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