

Building your Platform for Growth

Executive Brochure

The logo for 'Open' features the word in a dark blue, serif font. The letter 'O' is stylized with horizontal lines passing through it, creating a sense of motion or connectivity. The letters 'pen' are in a standard serif font.

Open International ‘s Innovative, Agile, & Flexible Customer Platform for Forward Thinking Utility Service Providers

Customer Platform Goals



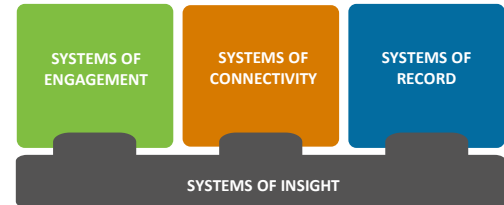
INCREASE FLEXIBILITY



REDUCE COSTS



IMPROVE TIME TO MARKET



VERSATILE REFERENCE ARCHITECTURE

Customer service expectations have been redefined by market leaders, including Amazon, Apple, and Uber, to name but a few. These companies have moved from reacting to predicting customer needs; to serve customers through the channel of their choice, to enable customers to serve themselves, and provide visibility into fulfillment processes effectively. These customer service visionaries optimize the customer’s experience, satisfaction and brand identity, while simultaneously reducing costs to serve. They realize the strategic benefit of driving increased capacity for reinvestment and innovation, creating a virtuous cycle. Having experienced what 21st-century customer service feels like, today’s consumers expect it from all their service providers, including utilities.

Traditional utility solutions today are:

- Monolithic and too inflexible to react quickly to market requirements
- Expensive to maintain and extend
- Based on obsolete architectures
- In need of point solutions that require extensive integration

Utilities need a modern, flexible ecosystem of partners and solutions:

- Light weight SaaS solutions operated in a cloud environment using intelligent workflows
- Integrated with leading third-party solutions for contract management, customer service, marketing, and sales

Our intent is to partner with you to create a model that delivers the following propositions:

- Intelligent workflow and process orchestration layer will help utilities evolve into Cognitive Enterprises that shift manual workloads to self-service and automation.
- Capabilities delivered by the software, hosting, and services will be bundled as an Enterprise Platform and by contract will be fully hosted and supported to deliver business outcomes.
- Platform will be supported by joint delivery and development centers to support both global markets.
- Bundling software, hosting, and services also allows utilities to capitalize the platform as a compatible unit.

Open International Key Customers

19 COUNTRIES

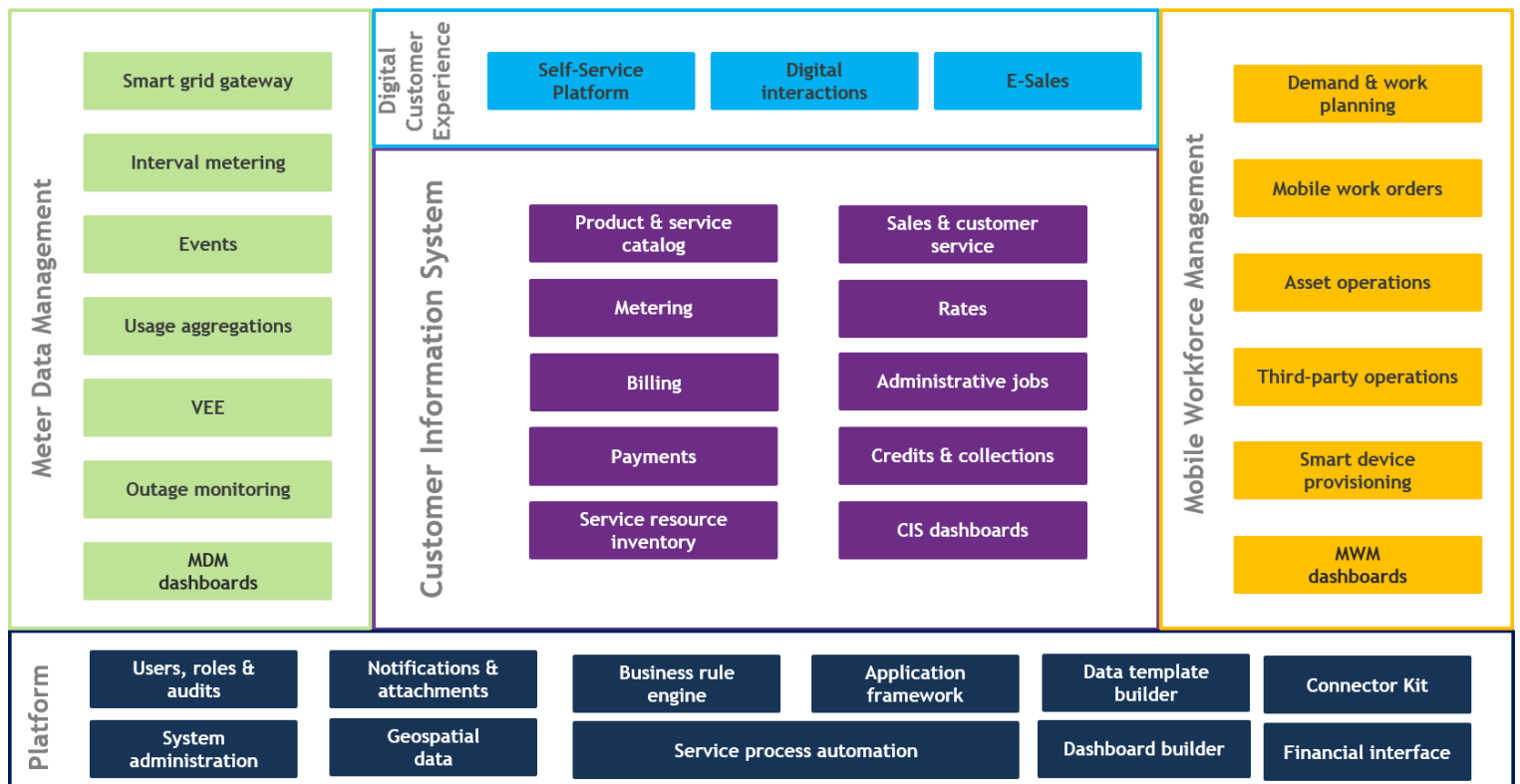
40M BILLS PER MONTH

4.6M ON THE CLOUD

+100 SUCCESSFUL IMPLEMENTATIONS



Open Smartflex Holistic CIS—Common, Componentized Solution Architecture



- SINGLE DATABASE
- COMMON USER EXPERIENCE
- INTEGRATED INTELLIGENT WORKFLOWS
- BUILT-IN SOA INTEGRATION TOOLKIT
- POWERFUL, MULTI-PURPOSE RULES ENGINE

Open is best suited for the future CIS reference architecture

The investments made by the large platform vendors in their ecosystems offer homogenous integrated solutions, but in doing so, prevent them from being agile enough to keep up with the pace of digital change. Buyers of these platforms can't take advantage of superior alternate solutions.

Open International (Open) facilitates a reference architecture built on a CIS that delivers:

- Monthly updates
- Automated API layer for seamless integration
- Rules-based architecture
- Built-in operational reporting and dashboard tools
- Integrated workflow and notification engine



PRODUCT COMPANY

Innovative and sole focus on the utility market organization that offers a level of agility and customer-focused innovation that large and bureaucratic organizations have difficulty matching.



COMMITMENT

Open is willing to align its strategic development plans to your vision, ensuring that it is part of the future of the design.



HOLISTIC CIS SOLUTION

Reduce TCO through the reduction in the number of system integrations with an end-to-end CIS/CRM/MDM/MWM solution.



FLEXIBLE TECHNOLOGY

Take the complexity out of business processes and easily implement new initiatives aligned with your digital transformation journey.



SPEED & AUTOMATION

Continuously innovate to address market challenges and gain a competitive edge over the competition.



CONTINUOUS EVOLUTION

Continuous and non-disruptive updates so you don't have to wait new innovations and will be able to evolve its platform capabilities in concert with the core operational systems.



USER & CUSTOMER EXPERIENCE

Delight customers with multiple digital engagement channels and Artificial Intelligence-driven interactions.



MODERN ARCHITECTURE

Designed to be run in the cloud, you will always have the latest version regardless of the deployment strategy (SaaS, PaaS, On Premise).



FUTURE-PROOF

Stay ahead of industry trends with a powerful billing engine that supports the most complex pricing scenarios and enables delivery of new energy products and business models.



Open