

Top 4 BENEFITS OF A NATIVE CLOUD CIS

Open International is a leading software provider which created Open Smartflex, a modern CIS solution designed to support end-to-end customer operations and help utilities to continuously evolve. Out of a total of 40 million customers managed by Open Smartflex, 6 million are running on the cloud, whether it be our own cloud, Opencloud, or any other of their choosing.

1. Faster innovation

The large capacity and flexibility of a CIS cloud-based system allows new services and functionalities to be added easily. This was the case with Efigas, a gas utility company with 600,000 customers, who with the help of Open Smartflex, was able to incorporate a new business line. With this new business, they achieved a 17% increase in their income.



2. Greater mobility

With a cloud CIS, employees can access their software tools and data from anywhere and at any time just by having internet connection. This allows employees to quickly respond to customer inquiries, increasing customers' overall satisfaction with the service. Thanks to Open Smartflex's capabilities and its customer service-oriented approach, our clients have achieved a satisfaction rate of over 90% from their community.



3. Increased security

The cloud's security model minimizes the risk of customer data breaches, meaning that security breaches in cloud environments are 51% lower than in on-premise environments¹. Interestingly enough, Open International is SSAE 18 certified which supports our commitment to the reliability of our services.



4. Future proof

A cloud CIS based on modern architectures with the ability to functionally evolve offers a robust future proof capability for utilities. According to a TMG study, 60% of utilities want solutions with the ability to be constantly updated to expand and improve current capabilities, preparing the solution for future changes to provide better customer service.²



Are you ready to learn how you can get these benefits from Open Smartflex, the cloud – native CIS ?

¹ <https://thenetxperts.com/netxcloudnine/net-x-cloud/>, 2022.
² TMG consulting, Analyst Call – Hosted by TMG Consulting, January 2019.