



SETFLOW CUSTOMER INFORMATION SYSTEM

An easy-to-use and reliable billing system is the cornerstone of any water business. The ability to coordinate meter reads, bill file creation, accurate bill delivery, and consistent payment collections makes up the critical meter-to-cash process. SETflow CIS is a key element in this process and like all SETflow products, is tightly integrated with our Meter Data Management System for a total, end-to-end solution.



Powerful CIS

A single system-of-record is the basis for all billing and customer service functions. Find and keep track of your customers, your meters, and your payments in one convenient location over the internet and on your browser. Get to know your customers better.



Rate Flexibility

One of the most comprehensive billing engines in the water business, SETflow CIS bills and rates millions of records every day. Support tiered, budget, fixed, and even pre-paid billing options to meet the needs of you and your customers with ease.



Customized Invoices

Put your best foot forward with your own branding and bill formatting. It's fast and incredibly easy to create with our integrated WYSISYG editor. For those with a design team, you'll be amazed at the quality and readability of customer bills.



Paperless Billing

Paperless billing is a standard option in our platform. You get the benefit of flexible HTML or PDF presentation which allows you to design bill presentation in a manner that is easy to understand and reduces customer service calls and lowers delivery costs.



MDMS Integration

Since the SETflow CIS integrates seamlessly with the SETflow MDMS, you'll never have to worry about data or billing accuracy or complex, third-party integrations. Your customer service team gets instant access to all consumption and billing detail.



Reminders and Alerts

Automated reminders means no more manual effort to chase delinquent accounts. The SETflow CIS automatically sends out soft reminders, hard reminders and disconnection notices so you can focus on running your critical water operations.



APIs

Everyone needs Application Programming Interfaces to enable data exchange and automation between disparate systems. We have over 500 documented APIs which allows us to easily integrate with third party payment, work order management, and if you don't use the SETflow MDMS, meter data systems.



Print Integration

Even in the 21st century, some customers still want paper bills. With SETflow CIS you can choose to send the bills automatically by email or send them to a print/mail vendor to insert into envelopes for snail mail. Don't have a print vendor? We have partners who can make it happen seamlessly.

UNDERSTAND THE DIFFERENCE

What sets our CIS apart from other common billing systems is cost and ease-of-use.

Because SETflow CIS is delivered over the cloud, you always have the most recent version with the best capabilities. Our low, monthly subscription fee scales with your needs and never requires a platform upgrade or a maintenance and support contract.

Our best-in-class interface is intuitive and responsive to user interactions. We also utilize an 'omni-search' technology to make it easy for your customer service team to respond to end-user questions quickly and efficiently.

See the SETflow CIS in action to really understand how we compare by requesting a product demonstration at info@setflow.com