

# SMART Utilities

SMART Utilities is the leading Customer Information System, integrating CRM, billing, collection, asset, service & meter data management in one solution.

Proud partner of  
  
 excellence in utilities

V1.0

## OVERVIEW

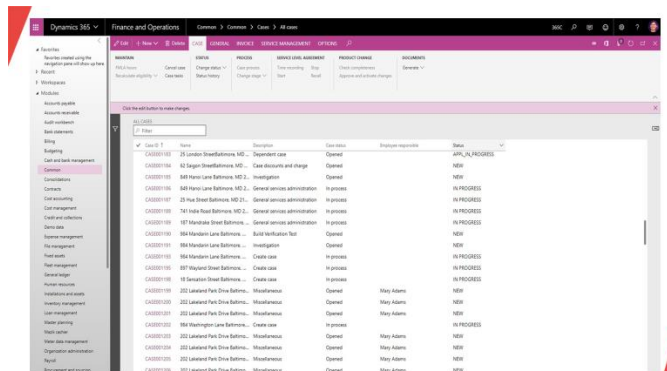
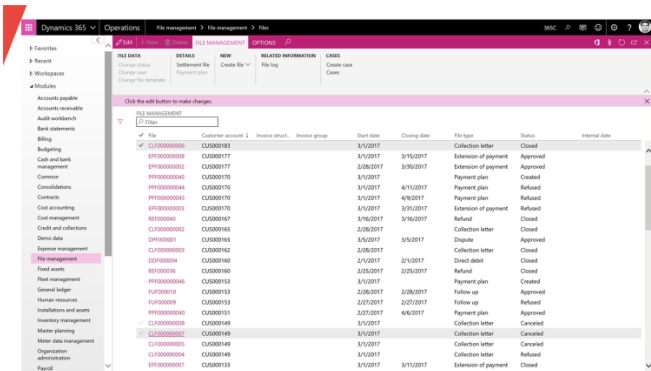
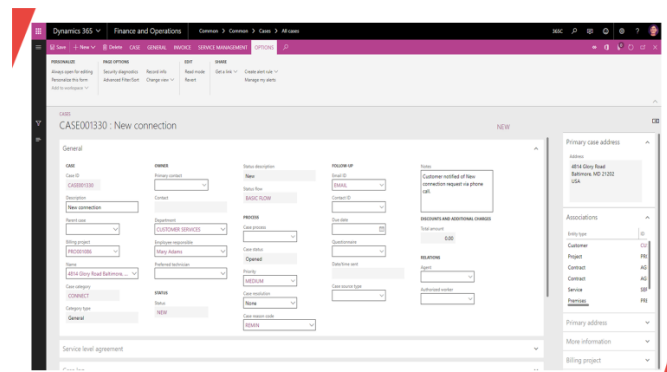
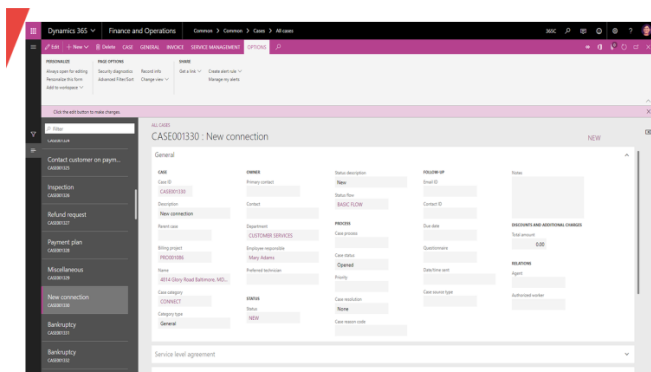
The delaware SMART Utilities template is the answer for utilities looking for a powerful and agile business solution. This integrated, standardized, out-of-the-box system was designed, built and certified for Microsoft Dynamics 365 Enterprise, using established utility industry frameworks and proven methodologies.

It combines optimum flexibility with proven functionality and integrates level 3 utility processes. Moreover, this business solution helps to stay in control of the consecutive stages in the different value chains.

## BENEFITS

- Maximized customer revenues
- Reduced time & effort spent
- Automated personalized processes differentiated per customer group / value
- Optimized operational margins
- An organization in control
- A helicopter view over the full utility value chain

## SCREENSHOTS

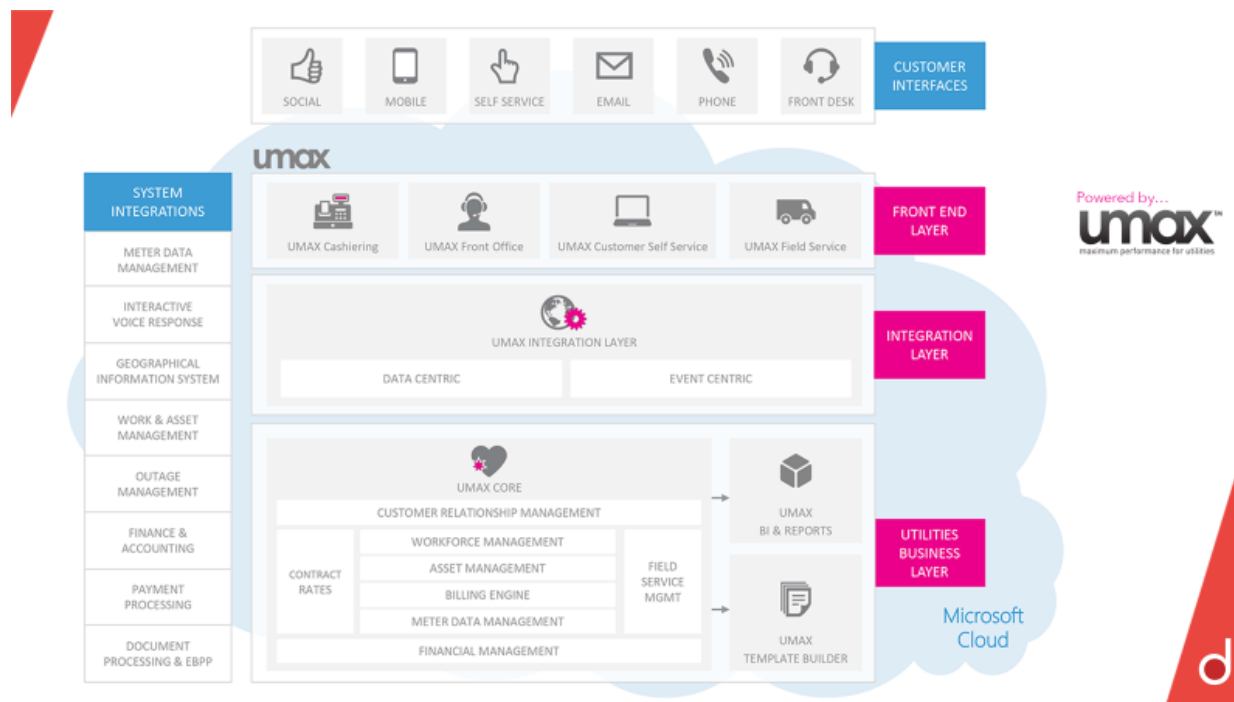


## SOLUTION

### DELAWARE SMART Utilities

- Optimize operational margins via efficient project and service management
- Manage clients flexibly & efficiently via integrated CRM processes
- Manage your performance instantly, through the control framework
- Faster & more efficient working
- Correct information
- Greater transparency
- Automatic reporting
- Better planning at business level
- Better customer follow-up
- Stronger competitive position
- Flexible evolution with the market
- Fewer risks for the company

## NO MORE DATA SILOS



## ABOUT DELAWARE

delaware is a global player that helps organizations with their business and digital transformation, by offering advanced ICT solutions and services.

### Contact delaware

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