Synerall – CRM & Billing solution for Utilities

Service/solution

Billing, CRM and eCommerce solution for utilities (electricity, water, gas, heating).
Synerall adds value to the new multi-energy environment, makes energy smart and transparent and allows enterprises to act more easily on the liberalized utilities market.

Functions

- Customer management (can also be integrated with available CRM system);
- Smart metering;
- Meter prediction algorithms;
- Mass and custom invoice planning, creation, billing;
- Web based self-service modules that can be integrated with company specific design template;
- SmartPhone portal for customers to view energy consumption and invoices;
- Preparation for accounting, account markup;
- Interactive Energy Web portals for residential and business clients.

Benefits

- Automated billing will simplify invoicing procedures and reduce human work;
- Modern self-service will add value to customer service and simplify mass-communication;
- Real-time statistics of consumption will make resource purchase decisions more accurate and cost-effective;
- Synerall is modular and scalable and can be built according to the energy business needs.

References

Fortum Electricity (Estonia), Narva Electricity (Estonia)

History, Facts and Future Development

NetGroup is more than 10 years on market, private owned company with about 70 employees by 2010. Roadmap 2011: Synerall will also provide energy modules for Peak Management, M-Vehicles and Smart Grid Solutions

Technologies

Microsoft .NET framework, SQL server based

Synerall

Partners, software development experience and contacts

Synerall is a brand of Net Group offering services in the Baltic region, Scandinavia and other European countries for more than 10 years. Net Group is an IT company operating in the areas of infrastructure and software. We are market leader in consolidation and Data Recovery solutions and we provide flexible on-demand data management services and software solutions for utilities.

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NET GROUP

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Republic of Estonia
Population – 1,34 million
Area – 45,228 km²

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