



UtiliSuite Brochure

Meet high quality standards

To successfully manage any Utility firm, you have to meet high quality standards for the product. But the cost and complexity of keeping a modern utility infrastructure increase as time goes by and the population grows. ARK Solutions, Inc. helps bring order to the boundless complexity of a modern utility provider, and by harnessing that complexity, it also helps control costs and maximize reliability and improve customer service.

With UtiliSuite, a specialized solution for Utility industry, ARK Solutions, Inc. helps you maximize reliability and reduce costs

Capitalize on our experience

Utilities like yours trust us to help them work more efficiently in the wake of increasing customer demands and shrinking budgets. Mobile technology has become a key tool to maximize productivity. Leading edge companies are turning to mobility to keep operational and maintenance costs low and reliability high. With a mobile based utilities app like ours consumers can streamline communications, monitor the status of service requests, pay bills, and review historical information on any device. ARK Solutions, Inc. brings you years of embedded industry expertise acquired through our long-term partnerships with major city, county, state, and federal agencies around the country.

With Utilisuite, Utility companies can focus on:

- ❖ Reducing customer wait time resulting in increased customer satisfaction
- ❖ Reducing the customer service call volume
- ❖ Increasing process efficiency for payments

- ❖ Decreasing bill prints
- ❖ Integration and learnability of the solution
- ❖ Simplistic design with easy to maintain systems



UtilliSuite is for multiple utilities who want to engage their customers and it enables them to self-service their accounts, reduce wait time for speaking with call center agents and thereby increasing satisfaction of service.

Sustainability.

You'll be able to manage your utility's environmental priorities, minimize your energy consumption, and avoid accidents and consequent penalties. If you're already dealing with prior environmental problems or stricter regulatory requirements, UtilliSuite can help you document your efforts to remedy those problems and prove environmental compliance.

Customer care.

It's important that your customers perceive you as a responsive and responsible member of your community and know about your achievements as a steward of community resources. With web-based solutions for customer service information, account status, and repair data, you can be sure that your customers will develop a positive impression of your organization and stay aware of your efforts to keep them satisfied.

Billing and collection

Use easy access to comprehensive customer information to prepare accurate and timely bills, and get fast remittance. Quickly add, modify, or close accounts. Automate the dunning and collection process for delinquent accounts

Management insight and analytics.

You'll have access to the latest reliable information you need to help you drive the most value for your utility organization with UtilliSuite. As a result, you'll be ready to react faster and with more confidence.

Innovations you can't afford to ignore

You can't afford to ignore UtilliSuite's unique, innovative approach to technology, even if you're not yet ready to move to a next-generation software solution.

In the end, you'll be prepared to turn your utility service into a smoothly running organization that satisfies your customers well into the future. It's time

To learn more contact us at:

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