



## FusionR Utility

Business support system for public utility service providers

Enterprise Resource Planning | Customer relationship management | Customer service | Billing | Revenue assurance

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The **FusionR Utility** ERP and BSS system provides a comprehensive solution for water, sewage, teleheating, property management, and waste management utility service providers.

**FusionR Utility**'s functions extend to enterprise resource planning, customer relationship management, service- and product management, mass billing, and revenue assurance. Its scalability enables it to support geographically extended companies, servicing hundred thousands of customers.

**FusionR Utility** establishes the foundations of customer-centered, auditable and efficient operation. With its help, public utility service providers can operate according to legal regulations, and high quality standards.

R&R Software offers nearly 30 years of business and IT experience within the **FusionR Utility** system.

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## 2 Industry-specific functions

### Divisions in a unified system

**FusionR Utility's** functions extend to enterprise resource planning, customer relationship management, service- and product management, mass billing, and revenue assurance. Its scalability enables it to support geographically extended companies, servicing hundreds of thousands of customers.

**FusionR Utility** enables centralized, consolidated control and management over diverse service portfolios, companies or divisions.



### ERP + BSS + CRM + BI

Enterprise resource planning, business support, customer relations management, and business intelligence functions are all integrated in **FusionR Utility** - covering customer relationship and billing procedures, finance, accounting, inventory and asset management, planning, controlling, and management information functions.



### Customer focused service

With the help of **FusionR Utility**, customer focused service can be provided: easier customer service procedures, convergent billing of diverse services, and centralized revenue assurance for the complete service portfolio.

New channels can be opened up for customers towards customer service: meanwhile, the central registry of these channels makes them auditable, and their quality can be controlled.



### 3 Flexible and customized solution

#### Customized procedures and functions

R&R Software's experts set up the [FusionR Utility](#) system according to the service provider's exact requirements.

Thanks to its scalability, [FusionR](#) can be installed as a "single server" configuration, or as a physically and logically shared, high performance cluster environment, servicing hundreds of thousands of customers, and managing their data.



#### Built-in best practice

[FusionR Utility](#) is the result of R&R Software's 25 year experience in developing, implementing and supporting ERP, BSS and CRM systems.

The continuous upgrades containing industry best practices are delivered by R&R Software's well-organized and experienced team of consultants and software engineers.



#### Worthy investment

[FusionR Utility](#) and R&R Software's maintenance services always fulfill the requirements of the constantly developing regulatory, technological and business environment.

R&R Software offers support, maintenance and development services especially for the service provider's customized [FusionR Utility](#) system: so new versions won't have to be re-implemented.





## 4 Market leading technology

### Mobility and field work

**FusionR Utility** can be accessed from any device with a web browser – even a smartphone or a tablet – and an internet access. Broadband connection is not a requirement. This can be useful during home office sessions, or field work.

**FusionR SFA** is an operative CRM and FFA system – optional to the **FusionR Utility** – which provides customer relationship management and meter reading functionality even in locations not covered by mobile internet networks.



### FusionR Utility Cloud

**FusionR Utility**'s state of the art web technology and R&R Software's Cloud service enable service providers to employ the system as a service.

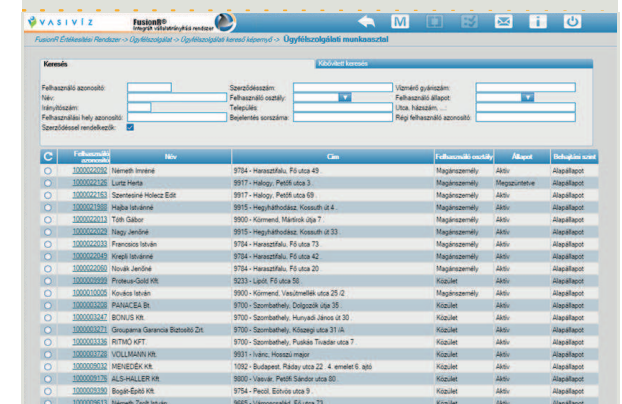
**FusionR Utility** Cloud's advantages are lower initial costs, and predictable maintenance costs.



### Ergonomic interface

**FusionR Utility** provides easy to use interfaces: since all system components are integrated, the screens are also unified, and optimized for use cases.

**FusionR Utility** provides user role based, parameterised interfaces and procedures - so unnecessary data, or unauthorized functions never obstruct the user experience and efficient work.



## 5 Quality and Security

### Security

**FusionR Utility** protects stored data from unauthorized use. The system's integrity is provided by built in pro-active, active and passive defense mechanisms, and a sophisticated user right management subsystem. **FusionR Utility** can be integrated with enterprise level IT security devices and systems.

R&R Software ensures the closed and dependable operation of **FusionR Utility** with recurring security audits by a third party company, carried out for the integrated security mechanisms, application components, and the complete software release process.



### Quality controlled implementation

R&R Software uses implementation methodologies governed by PMI (Project Management Institute) guidelines, and quality controlled by an ISO system.

R&R Software offers implementation projects with the trio of keeping quality, costs and deadlines in check, utilizing the best components of "waterfall" and "agile" methodologies.



### Logged operation

**FusionR Utility** stores all data and their modifications chronologically to protect its integrity, and to track back misuse.

**FusionR Utility** logs all human and machine interactions by observing the laws applying to personal data protection.



## 6 Customer in focus

### Legal compliance

Legal compliance is provided by R&R Software's software maintenance service - this way, new **FusionR Utility** versions are available in time to fulfill the new requirements.

R&R Software consults with its utility customer before the changes, and supports the implementation of updates.



### Servicing unique customers

**FusionR Utility** supports regulatory compliant utility service, even with numerous customers - but it also supports handling exceptions.

**FusionR Utility** enables the management of large customer numbers, segmented with many criteria, for example: premium customer, customer using unique services, customers in unique environments, customer receiving social assistance, etc.



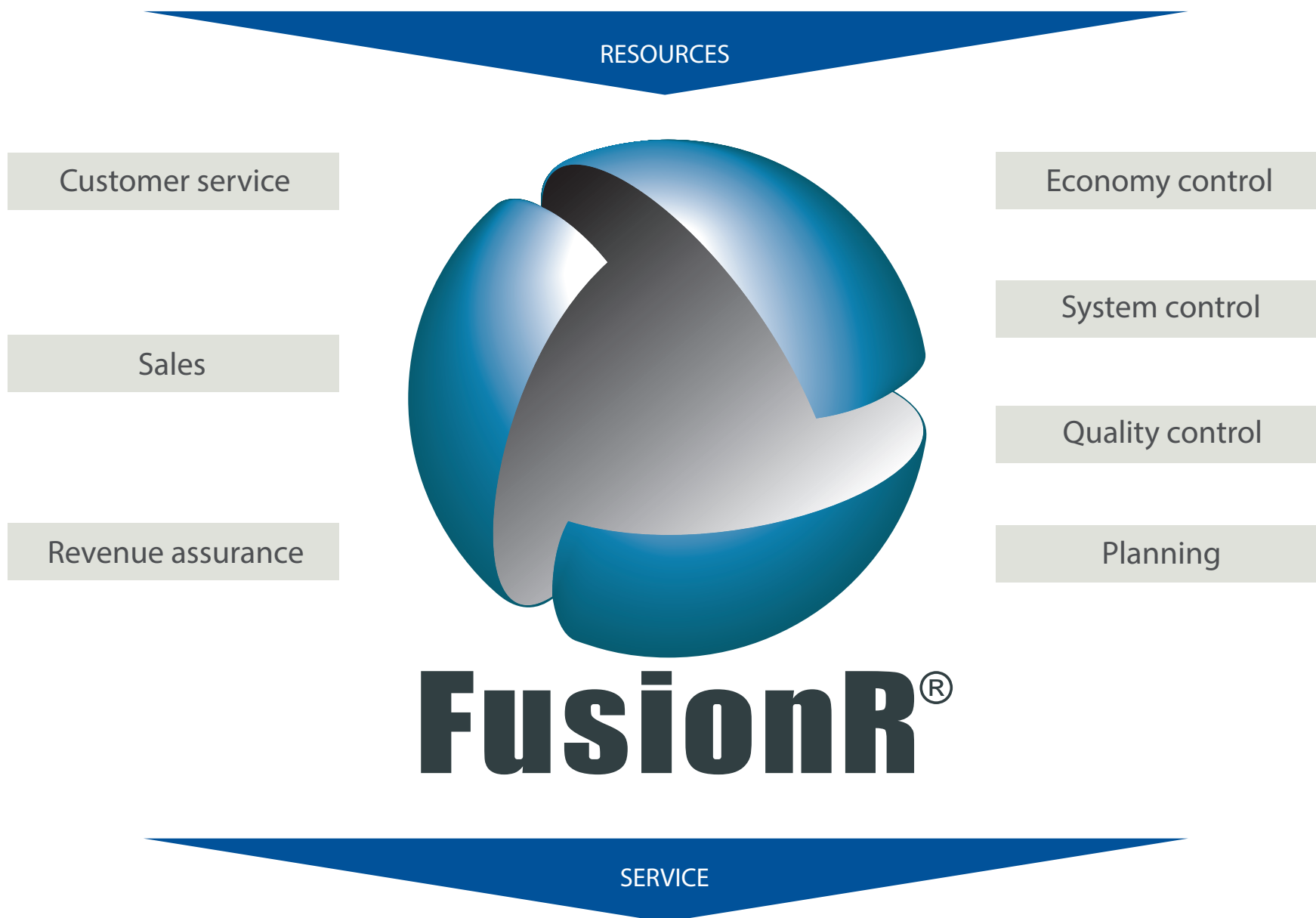
### Leads and schedules work

With the help of **FusionR Utility**'s integrated workflow controller, daily work processes can be controlled, supported, and monitored.

**FusionR Utility** establishes the foundations of managing planned and unplanned events, while observing the public utility service providers' internal regulations, and legal compliance.



## 7 FusionR Utility's functions (overview)



## 8 FusionR Utility's functions (overview)

### Customer service

- Cash register
- Document management
- Reports: pre-defined queries
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Product registry
- Price and discount registry
- Service usage data collection and processing
- Teleheating metering management
- Meter reading support with mobile devices
- Area and location management
- Meter change control, task planning
- Customer account management
- Customer social assistance registry
- Utility connection budgeting
- Bill printing
- Electronic invoicing
- Electronic document management interface
- Data warehouse interface
- Customer service portal interface
- Data exchange interface

### Sales

- Customer account management, billing
- Planning, calculation, controlling
- Sales
- Inventory management
- Document management
- Reports: pre-defined queries
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Product registry
- Price and discount registry
- Service usage data collection and processing
- Teleheating metering management
- Meter reading support with mobile devices
- Area and location management
- Meter change control, task planning
- Price calculation, pricing
- Mass customer billing, process control and monitoring
- Customer account management
- Utility connection budgeting
- Mass bill printing locally
- Bill printing
- Printing service interfaces
- Electronic invoicing
- Electronic document management interface
- Data warehouse interface
- Customer service portal interface
- Data exchange interface

### Revenue assurance

- Customer account management, billing
- Revenue assurance: claims management, workout
- Bank account management
- Cash register
- Planning, calculation, controlling
- Document management
- Reports: pre-defined queries
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Customer mass billing, process control and monitoring
- Customer account management
- Collection and payment management
- Customer social assistance registry
- Bank registry, electronic banking interface
- Depreciation management
- Write-off management
- Printing service interfaces
- Collection letter, interest letter printing
- Electronic document management interface
- Data warehouse interface
- Customer service portal interface
- Data exchange interface



## 9 FusionR Utility's functions (overview)

### Economy control

- Business master data registry, financial master data
- Customer account management, billing
- Revenue assurance: claims management, workout
- Supplier account management
- Bank account management
- Cash register
- General ledger
- Planning, calculation, controlling
- Budgeting
- Budget management
- Investment management
- Sales
- Procurement
- Inventory management
- Asset management
- Vehicle registry and settlement
- Organizational resources
- Document management
- Reports: pre-defined queries
- Depreciation management
- Write-off management
- General ledger posting
- ERP interface
- Electronic document management interface
- Data warehouse interface
- Data exchange interface

### System control

- Planning, calculation, controlling
- Investment management
- Inventory management
- Asset management
- Vehicle registry and settlement
- Document management
- Customer and partner registry
- Registry of contracts, ordered services, and technical service structure (for example: meter structure)
- Meter reading registry
- Customer service procedures, claims, task baskets
- Area and location management
- Meter change control and task planning
- MIR interface
- LAB interface

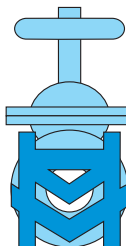



### Quality control

- Document management
- Invoice quality control
- Customer service procedure SLA control
- Work process control and monitoring

### Planning

- Planning, calculation, controlling
- Rolling planning
- Reports: pre-defined queries

## 10 FusionR Utility references in Hungary

Heves Megyei Vízmű Zrt.	Nyírségvíz Zrt.	Pannon-Víz Zrt.	VASIVÍZ Zrt.
			
			
GYŐR-SZOL Zrt.	Sopron Holding Zrt.	SZÉPHŐ Zrt.	

## 11 Contact

R&R Software develops and delivers integrated business applications that manage, support and control enterprise processes. The one hundred percent domestically owned R&R Software, founded in 1991, has been profitable from the beginning: it has a revenue of more than 3 billion HUF a year and an expert base of more than 200 people. Independent market researchers rank it among the largest domestic business application developers. As the leader and partner of purpose-built Hungarian IT Consortiums, R&R Software involves, manages and motivates hundreds of Hungarian experts who are the best in their respective competency fields, with the goal of identifying and supplying high-impact export projects to developing countries, and ensuring their sustainability by delivering knowledge along with the technological developments.

R&R Software Co. Ltd.  
H-1038 Budapest  
Ráby Mátyás street 7.  
Tel: +36 1 436 7850  
[bi@rrsoftware.hu](mailto:bi@rrsoftware.hu)  
[www.facebook.com/rrsoftware](https://www.facebook.com/rrsoftware)  
[www.rrsoftware.eu](http://www.rrsoftware.eu)

Rozenberszki Zsolt  
Sales Director