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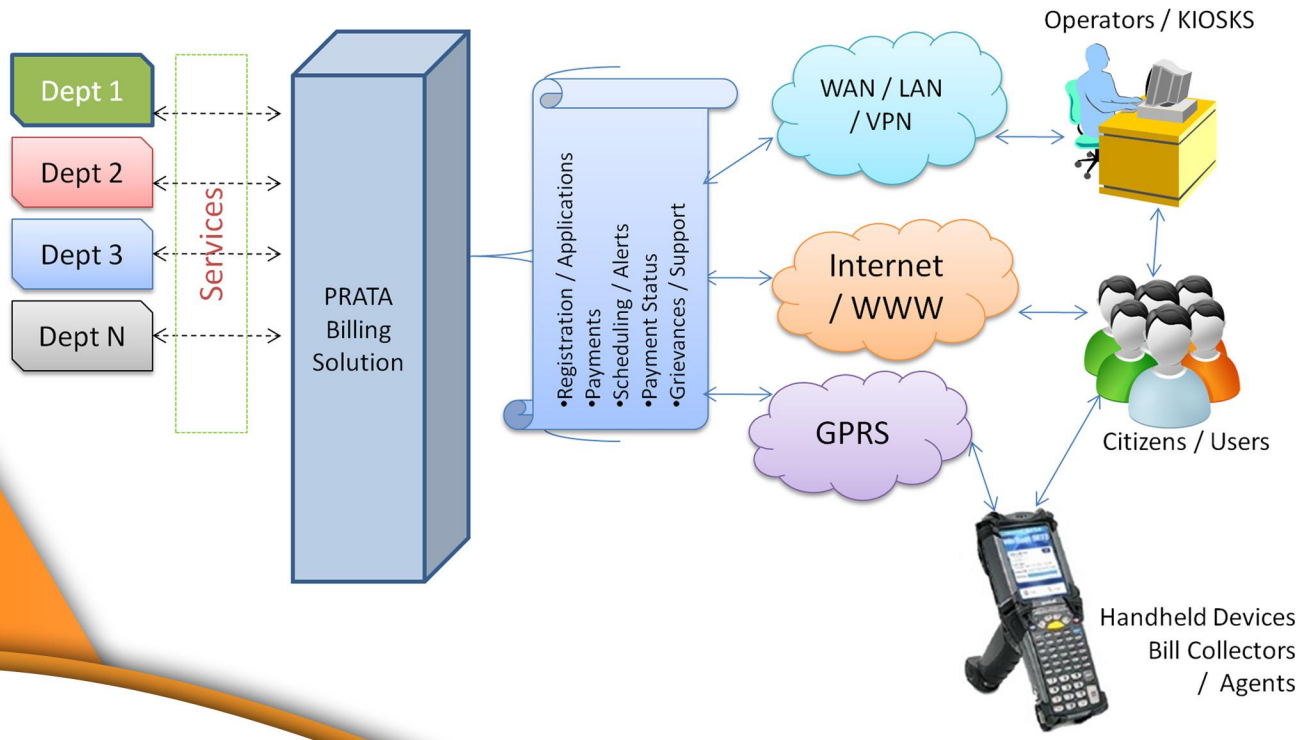
SmartBilling



Customizable Billing Software for Utility Departments

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Customizable Billing Software for Utility Departments

SmartBilling is Customizable Utility Billing software application meeting current core functions and future needs of any of the Government Utility Departments such as Water, Electricity etc, and shall integrate all aspects of utility services, including maintaining accounts, billing and collection, interface to meter reading system both manual and automated, service order processing, payment interfaces, and customer web access.

Additionally, SmartBilling implements improvements to reporting functions, proactive e-notify billing and delinquency alerts, the ability to email bills (paperless billing) and improving the automation and streamlining of the utility billing process.

General Application Features of SmartBilling:

Customer, Account, and Location Management

This includes the creation, maintenance, and use of customer accounts, including balance transfers, deposit transfers and payment transfers.

Meter Reading and Inventory Management

This includes meter inventory, meter reading and consumption history.

Rates and Fees Management

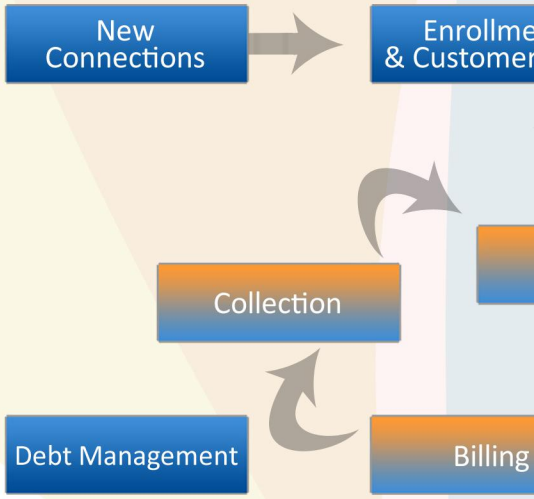
This includes the maintenance and application of all utility rates, miscellaneous charges and fees.

Billing Management

This includes the preparation, calculation and printing of bills.

Meter Reading and Inventory Management

SmartBilling enables auto reading of meter reading without human intervention. Solution shall also highlight various issues with meters at consumer level like mal-functioning, erroneous reading etc. Various reports on meter inventory, meter reading and consumption history are available.



Advantages of SmartBilling:

- ✔ Increase in revenue collection.
- ✔ Improve customer service standards.
- ✔ Increased staff productivity.
- ✔ Improve overall efficiency and effectiveness of business process.
- ✔ Provide overall accurate and timely reporting for planning and decision making.
- ✔ Delegation of the billing function to the regional offices by use of strict controls embedded in the system.
- ✔ Establish integration between the billing and oracle financial system

Financial Management

This includes payments, adjustments, refunds, deposits, and accounting entries.

Service Order Management

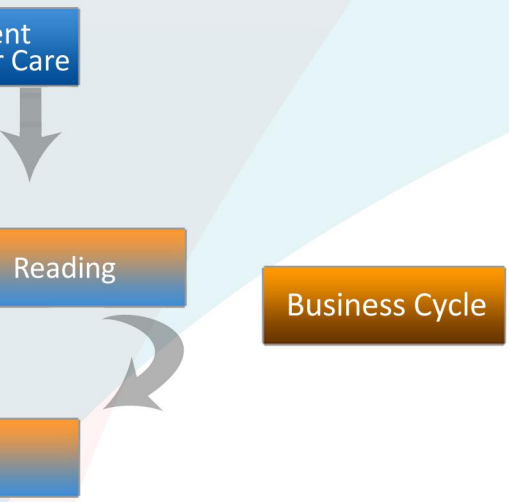
This includes creating, completing, and managing service orders such as but not limited to account openings, account closings, service lock offs and meter re-reads.

Delinquency Management

This includes penalties, payment plans, shut offs, and collections.

Reporting

This includes standard and user created reports to query data.



Billing and Collection

SmartBilling uses various ways send the monthly bills to consumers A) Bill via mail B) Bill info via SMS C) Agents can print the bill and handover to consumers by hand. Also there various collection methods such Online Payment via Credit Card & Netbanking, Payments through Kiosks and through handheld devices at Bill Collection Agents.

Services :

Technology Services

- Software Development
- Application Maintenance
- Mobile Development
- Web Designing
- Opensource

Infrastructure Services

- Offshore Development Center (ODC)
- System Integration
- Network Management
- Cloud
- Security and Surveillance
- Traffic & Intelligent Transportation

Outsourcing Services

- Application Outsourcing
- Business Process Outsourcing
- HR Services
- Testing Services

Professional Services

- Staffing & Consulting
- Data Management & Analytics
- Payroll Management
- ERP Implementation
- GIS
- Digitization
- Managed Services

Ready to Use Products and Solutions by Prata IT Solutions

- **SmartCare+** : End to End Healthcare Management Solution
- **SmartHRMS** : Integrated Human Resource Management Solution
- **SmartCampus** : Integrated Campus Management System
- **SmartProcure** : Online Procurement Portal for Governments / PSUs
- **SmartPDS** : AADHAR Enabled Public Distribution System
- **SmartInsure** : Online Solution for General Insurance
- **SmartCart** : Ready to Use Online Shopping Cart for SMEs
- **SmartGov** : eGovernance Solution for Municipalities / Corporations

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