



Cayenta delivers the following comprehensive implementation services:

- Hardware & Software Installation and Technical Training
- Project Management and Administration
- Business and Process Analysis
- Change Management
- Proactive Issue / Risk Management
- Software Configuration
- Bill Print Development and Testing
- System Integration Services
- Data Conversion
- Acceptance Testing
- Training
- Production Cutover
- Post Go-Live Support

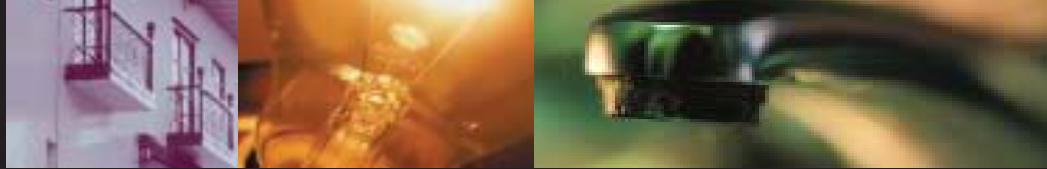
To see what Cayenta Utilities can do for your organization,

please e-mail sales@cayenta.com

or call (604)570-4300 ext. 403

to speak with a Cayenta representative.

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Since 1984, Cayenta has been helping utilities and local governments respond to ever-changing regulations, customer needs, and business environments. Cayenta Utilities includes a full suite of powerful CIS and billing features to keep your operations on track and support your strategic needs.

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Powerful, Flexible Billing

Our solution features a sophisticated and comprehensive Billing module, providing support for base rate charges, consumption readings, and demand reading. Billing for multiple services and locations can be consolidated into one bill or multiple bills (by service or location) as required.

Cayenta Utilities easily adapts to the challenges of deregulation, competitive demands, customer expectations and complex rate & billing arrangements.

CRM & Workflow Management

Cayenta Utilities integrates many Customer Relationship Management (CRM) and customer service functions. Clients determine if and when they want to implement components of CRM functionality such as Electronic Bill Presentment & Payment, Online Service Requests, Call & Correspondence Tracking and Issue & Workflow Management.

Mobile Workforce Management

Mobile Service Orders (MSO) will provide you with a paperless, wireless service order solution. This module will allow field services personnel to download their orders to a field laptop, either by plugging into the network, or through a wireless connection. There will no longer be the need to take paper into the field, write notes and details on the order and return it to the office for data entry; it will all be captured electronically on the device.

Operational Dashboards

The Cayenta Dashboard is a centralized configurable tool that provides the user a defined focal point to monitor key performance indicators (KPIs). The dashboard data screen displays content customized to individual users or groups. Drilldown capability provides for more refined

metrics and data points. Three types of queries are available on the dashboard: KPIs, alert generators with threshold evaluation, and trend analysis. Notifications warn of upcoming events so deadlines are not missed. Scheduled queries provide information to those who need it, when they need it.



Credit & Collections

The Cayenta Utilities Collections Process includes reminder billing, bankruptcies, pay arrangements and an interface with collection agencies for recovery of bad debt. All account collection activities are associated with a series of user-defined rules for automatic triggering of collection 'events'.

Industry Best Practices

Cayenta has mastered the art of helping utilities share knowledge and put in place

“best practice business processes.” Our implementation methodology follows a progression of steps that focuses on matching the solution to your business needs in a cost-effective manner. This includes systematic and in-depth consulting on industry best practices. We leverage our extensive experience with cooperative, deregulated, and multi-service utilities to ensure a successful transition and maximum effectiveness.

Proven Implementation Methodology

Our professional consultants work closely with you through all phases of the implementation process including software installation, configuration, system testing and end user training. Our structured and layered approach, builds on successes throughout the project, empowering you and your team to gain knowledge and confidence for a successful Go-Live. More importantly, our approach helps build a solid foundation for long term success.