



Hamilton, Bermuda and Vancouver, BC Canada - Cayenta, a wholly-owned subsidiary of Harris Computer Systems, is pleased to announce that Bermuda Electric Light Company (BELCO) is now in production operation with the Cayenta Utilities Customer Information Systems (CIS) product. BELCO began live operation with Cayenta Utilities on Monday, January 19, 2009. Cayenta Utilities is now providing core billing, accounting, reporting and collections for BELCO's customers.

“We are pleased with the timely and seamless conversion to Cayenta Utilities,” said Damon Wade, BELCO VP of Customer Services. “After months of hard work, the staffs of Cayenta and BELCO completed the data conversion over the weekend, and on Monday morning we were taking payments as usual. We sent out 9,570 customer bills in the first week, all of which were both accurate and on time.”

“We are proud to have BELCO as a part of the Cayenta family” said Brad Atchison, General Manager of the Cayenta Division. “Together with the BELCO team and the QA consulting team from AAC, we were able to focus on the project objectives and deliver an automated CIS solution that is also highly integrated with BELCO's existing enterprise systems. The success at BELCO is a testament to the products, methodology, people and teamwork in our organizations.”

Cayenta Utilities provides core billing, revenue tracking, rate flexibility and enhanced customer management features such as call and complaint tracking, automatic service order generation and credit control.

Cayenta is also providing seamless integration between Cayenta Utilities and BELCO's existing enterprise applications - Avantis (Work Order Management), SAP (Financials), Great Plains (Bermuda Gas payments), Outage Management and their ESRI GIS application. Cayenta also developed a robust Remote Cashiering module which allows for Web-based remote payment locations on the island.



“We are pleased with Cayenta’s commitment to delivering an accurate, reliable and highly functional CIS to BELCO,” said Edwin Crow, Managing Partner of AAC Utility Partners. “The Cayenta team worked seamlessly with BELCO’s project team to deliver this new system, and their commitment to BELCO’s success was evident throughout the project.

“Cayenta Utilities is a good fit for our organization. It gives us the automation and flexibility that we were lacking,” said Wade. “We are confident that Cayenta will meet all of our CIS needs as we endeavor to provide 21st century products and services to all of our customers.”

BELCO Company Information:

BELCO, located in Hamilton, Bermuda generates and provides electric service to 35,000 customers on island.

AAC Company Info:

AAC Utility Partners, with its North American headquarters in Columbia, SC, is a technology consulting firm focused on serving domestic and international utilities by providing specialized consulting for CIS, ERP, AMI and other utility technology solutions.