

- 1 Q. Please provide a life cycle road map for the Utiligy360 customer service information
2 system.
3
4
5 A. Please refer to NP-NLH-375, Attachment 1.

Current Release and Roadmap – Utiligy

Release 9.2.0 (Current)

Flexible Calculation Module (QC-FCM) for Utilities

- Equal Payment Plan
- Enhanced Utility Billing – water, sewer, services
- Correspondence Enhancements
- Integration to Case Management
- Enhancements for Electrical Billing
- Flexible Rates using FCM
- Load Detail Billing
- Mass updates of Category Codes

Current Release +1

Flexible Calculation Module (QC-FCM)

- Extended Application Builder Module (QC-ABM)
- Lite Version Query Management Module (QC-QMM)
- Lite Version New Service Wizard
- Electric Service Billing
- QC Late Fee Integration
- Enhanced meter read input
- Industrial Billing Integration/Billing

Current Release +2

- Work Order Integration with CAM
- CSS Partner Integration
- Real Time quotes
- Integration to JDE Real Estate module
- Commercial Real Estate Billing requirements
- Residential Real Estate Updates
- CSR Wizard/Work Flow Enhancements

Future Direction Post 12 Month Planning Cycle

- Enhanced IoT Integration
- Certifications
 - OVI
 - PaaS

Utiligy will follow the JDE Continuous Delivery Model.