

REACH™ Cloud

## Effortless Customer Engagement

Energy and water distribution is more complex with changing customer and regulatory expectations, the precipitous rise in endpoints such as renewables and EV's, and severe weather events. REACH™ Cloud customer engagement-as-a-service delivers multichannel communications instantly. It offers easy integration options for Munis and Coops that includes spreadsheets and simple, modern CIS and OMS interfaces to deliver on-demand and scheduled personalized email, voice, and SMS text messages.



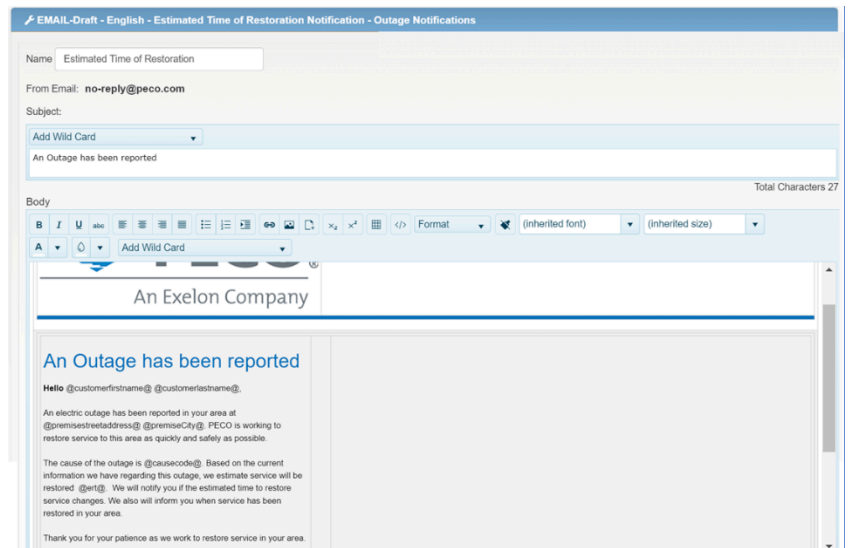
TRUSTED BY:



## Seamless workflows

Real-time customer and employee communications for emergent and maintenance event updates scaled to meet your needs

- Spreadsheet upload facilitates personalized, relevant multi-channel messaging.
- Rich multilingual templates with flexible fields and across email, voice, and text with social and print options.
- Dashboard messaging reports include two-way responses available on text and voice.
- Simple API integration for CIS, OMS, and GIS data automation.
- Resilient and secure with plenty of capacity for rapid high-volume messaging.
- Emergent and planned outages and leaks, load curtailment, billing, payment, and usage.
- Chatbot options for two-way interactivity.



## CASE STUDY

**A leading electric utility deployed REACH to automate its emergent and planned outage notifications to increase real-time alerting and improve accuracy.** System reliability is crucial, and vegetation management and infrastructure upgrades result in necessary disruptions. REACH allows the Client to responsibly notify customers in advance and keep customers informed throughout the entire event. If changes must occur to the event, customers are notified immediately and the system automatically re-sequences alerts.

Requester information    PON Event Details    Trigger Details

Work Order\*  
A10234573

Code Block\*  
20820

Service\*  
Electric

Reason for Outage\*  
Repair

Type of Outage\*  
Short Notice Outage

Send Reminder Notices  
06/22/2022 12:00 noon

Event Start Date\*  
06/23/2022

Event Start Time\*  
04:00 PM

Event Stop Date\*  
06/23/2022

Event Stop Time\*  
07:00 PM

This Event Duration Will be 03:00 Hrs

Alternate Event Start Date  
06/24/2022

Alternate Event Start Time  
04:30 PM

Alternate Event Stop Date  
06/24/2022

Alternate Event Stop Time  
08:30 PM

Clearance Request/Order  
Test Request

Location Detail  
Outage in the Stone Hollow Neighborhood

CONTINUE    SAVE PON DRAFT    CLEAR

## Segment and notify

Manual and automatic orchestration of messaging that combines rules and messaging channels.

- Use your GIS objects to segment notifications to those impacted by events.
- Create custom filters such as customer type, assigned assets, and geographic area.
- Use changing crew status and restoration time to deliver relevant, timely alerts.
- Opt-in/out supported across channels.
- Administer templates and filters in our secure administrative portal.

## Get started today

Be prepared for changing ISO and regulatory requirements.

- Deployed in as short as 30 days by our experienced Customer Success team.
- Messages to be delivered within minutes.
- Simple pricing per customer per year.
- Regional and statewide frameworks available.

## Specifications

### Integration

Spreadsheet data upload.

Customer & Notification REST/JSON API.

SSO Administrative portal: Chrome and Edge.

### Environment

Redundant USA private cloud (GA & VA).

SSL, firewalls, IDS, IP whitelisting.

### Notification channels

Email, SMS text, voice, mobile app.

Print: 1<sup>st</sup> and 3<sup>rd</sup> class.

TCPA portability & carrier look-up.

### Support

24x7 email and telephone.

Expert integration, deployment services.

Agile, waterfall, hybrid.

