



SmartCity Suite

ORIGIN UTILITY, INC.

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EXECUTIVE SUMMARY

SmartCity Suite

Origin's SmartCity Suite is an important leap forward for utilities—an all in one, single vendor SaaS solution that gives you flexibility across applications, data, and workflows. It's built to meet today's needs while also tackling tomorrow's challenges, giving municipalities the confidence to provide modern, sustainable utility services.

Backed by top notch R&D and support, SmartCity leverages the best applications on the market (recognized by Gartner in the CIS segment) and offers capabilities far beyond what single solution providers can. More and more utilities—especially forward thinking cities like yours—are choosing Origin SmartCity Suite to drive innovation and set themselves up for long term success.

With SmartCity Suite, Origin serves as the single point of contact for all ongoing support and maintenance for the City.

By consolidating meter to cash (M2C) software applications under one integrated offering and provider, SmartCity Suite simplifies communication, accelerates issue resolution, and ensures consistent service delivery across all City M2C applications. This centralized approach not only reduces administrative overhead but also enhances accountability and responsiveness, allowing the City to maintain optimal performance, solution reliability, and, ultimately, ensure revenue collection.



The Platform

Origin SmartCity Suite streamlines utility management with flexible, **future ready technology** that replaces outdated, rigid systems.

When looking at different ways to deliver enterprise applications for municipal utilities, the benefits of SmartCity Suite become clear. Older approaches—like all in one systems that force cities into using a fixed suite of underwhelming applications for years, or complex setups with dozens of disconnected tools—just don't hold up in today's fast changing environment.

Origin SmartCity Suite brings together the ease of a unified platform with the flexibility to choose and change best in class applications as your needs evolve and shift. It's built to take advantage of today's best technology while avoiding the high costs and limitations that come with rigid, legacy systems or patchwork integrations.

The result is a smarter, more adaptable foundation for managing utility M2C operations—one that helps cities grow and stay ready for the future.

Best In Class Solution Support & Operations Monitoring

The proposed SmartCity Suite utility billing solution is supported by Origin's 24 / 7 / 365 SmartOps technical operations team, ensuring the City has around the clock support whenever it's needed. Our standard SLAs not only meet, but often exceed industry expectations, giving you peace of mind knowing you're covered at all times.

SmartOps offers the City a single point of contact for all solution support requests, streamlining communication and making issue resolution seamless. SmartOps gives IT teams the freedom to focus on innovation rather than maintenance.

Backed by 24 / 7 / 365 SmartOps support, SmartCity Suite ensures seamless issue resolution and **frees IT teams** to focus on innovation.

OriginCIS

Class Leading Account Management and Billing

At the heart of our SmartCity Suite is the Customer Information System (CIS), OriginCIS, powered by Oracle C2M and fully supported by Origin. This sophisticated and proven CIS combines the power of a tier 1 utility M2C CIS with the scale and agility of Oracle Cloud Infrastructure, while benefiting from millions of dollars in Oracle R&D devoted to the product each year.

With OriginCIS, the City gains a trusted technology foundation used all over the world that is built for innovation, with the following highlights:

- End to end M2C solution for full account management and utility billing functionality.
- Rich, market leading CIS and Meter Data Management (MDM) applications fully integrated—positioning the City to easily leverage a powerful MDM in the future.
- Accelerated implementation package with prebuilt configuration and test scripts based on utilities best practices to streamline deployment and reduce costs.

OriginBA

Business Intelligence & Reporting Via Origin Business Analytics

Origin Business Analytics, powered by TIBCO JasperSoft, is made available to the City via one of the most flexible, configurable, and developer friendly business intelligence platforms available. It gives users the power to easily design, manage, and share reports and analytics with a high degree of precision.

With a pixel perfect design environment, users can build reports and visualizations exactly to spec—tailored to the City's specific needs. The City's SmartCity Suite deployment also includes a standard report package designed specifically for municipal utilities, offering a solid starting point right out of the box.

Beyond the basics, users can create sophisticated report layouts featuring charts, images, sub reports, crosstabs, and more. Reports and dashboards can be exported in a wide range of formats—including HTML, PDF, Excel, OpenOffice, and Word—making it easy to share insights across teams and departments.

OriginDX

Utility Focused Middleware

OriginDX is our proprietary middleware built specifically for municipal utilities. It supports industry standard APIs, single sign on (SSO), message handling, built in monitoring and alerting, and 24 / 7 / 365 support. With OriginDX at the core, cities have the flexibility to plug in and scale the enterprise applications that best fit their needs, starting with the ones outlined in this proposal and expanding easily as future requirements arise. As we implement SmartCity Suite for other utilities, we continually add to our out of the box integration library, while tailoring integrations to meet each client's unique needs.

OriginDX offers a smarter path forward: a future ready foundation that minimizes integration risk and cost, while delivering immediate value with prebuilt connectors to many common utility applications.

DX is purpose built middleware that enables cities to scale and integrate utility applications flexibly, securely, and **with 24 / 7 / 365 support.**

OriginFSM

Rightsized Field Service Management

OriginFSM is Origin's easy-to-use mobile fieldwork solution for managing utility service orders and requests. OriginFSM is a native app, real time integrated with CIS and OriginCX, that seamlessly communicates with your team's existing mobile / field devices, offering a speedier deployment than traditional mobile fieldwork management systems. Tailored specifically for municipal utilities, OriginFSM is the ideal solution to streamline your field operations.

OriginPay

Simplified and Modern Payment Processing

OriginPay offers secure, flexible, and seamlessly **integrated payment options** tailored to the unique needs of municipal utilities.

Included within this proposal as an optional add on for the City is Origin's PCI DSS Level 1 compliant payment processing solution, OriginPay, securely supported by JPMorgan Chase. Offering a range of payment options, OriginPay ensures flexibility for your customers—whether they prefer to pay directly, through their mobile device, or via their computer for one time or recurring payments. Whatever their preference, OriginPay has a seamless option to meet their needs.

In addition, OriginPay is deeply integrated with SmartCity Suite, providing a seamless connection to other critical revenue management applications. What sets OriginPay apart from other payment solutions is its purpose built design specifically for the municipal utility market, ensuring it addresses the unique challenges and needs of utility operations.

OriginIVR

Customer-First Self Service

In tandem with OriginCX and OriginPay, OriginIVR gives your customers more options for self service. Customer actions like finding their account balance, finding when their bill is due, stopping service and making a payment can be done at any time; freeing up your customer service agents.

OriginCX

OriginCX delivers a modern, integrated self service platform that lowers service costs, boosts customer satisfaction, and **streamlines payments** through intuitive digital tools.

Enhanced Customer Engagement and Digital Self Service

OriginCX is Origin's robust customer engagement and self service SaaS solution, developed through years of experience integrating utility billing with a wide range of third party customer portal platforms.

OriginCX is designed for rapid deployment and ease of integration, offering preconfigured, out of the box connectors to the Origin CIS, major payment providers, IVR Systems, bill print vendors, and document management solutions. This ensures interoperability and a streamlined implementation process, enabling utilities to deliver a modern, efficient, and user friendly customer experience.

The OriginCX customer engagement platform is available via web and mobile app and is purpose built to help municipalities achieve operational efficiency while enhancing the customer experience.

Key benefits include:

- **Lower the City's Cost to Serve** – OriginCX reduces call center volumes by enabling customers to perform common tasks—such as starting or stopping service and viewing detailed usage—in real time through self service capabilities. It also includes a full featured communication engine to proactively reach utility customers via email, text, push notification (via mobile app), or IVR.
- **Improving Customer Satisfaction** – The platform supports two way communication, allowing the City to proactively notify customers of important account information or service disruptions via their preferred channels (email, SMS, or telephone autodial).
- **Influencing Customer Behavior** – OriginCX encourages adoption of paperless billing, conversation programs, and other customer initiatives through timely, targeted outreach and intuitive digital experiences.
- **Enhancing the Online Payment Experience** – The solution streamlines and modernizes the payment process, creating a more convenient and efficient experience for both customers and City staff.

OriginCX also includes an easy to use administrative portal with interactive dashboards and a variety of reporting options, making payment management straightforward and efficient easy for utility staff.

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In Conclusion

The Origin SmartCity Suite, paired with Origin's two decades of M2C expertise, gives the City a truly top tier platform. It's a best in class solution that goes above and beyond the requirements of most modern utilities, offering scalability, flexibility, and security of the Cloud.

With Origin's team of M2C experts at your side throughout the relationship, we're here to ensure the City adopts the solution as smoothly and efficiently as possible, maximizing operational efficiency, reducing costs, and boosting customer satisfaction. The result is a forward thinking platform that's ready to tackle customer demands today and far into the future, all while providing the City team with the tools needed for success and revenue protection.

At Origin Utility, we distinguish ourselves in the utility and municipal market by combining deep expertise in utility billing with fresh, forward thinking solutions. We're fully committed to helping our clients find the best path forward approaching every challenge with practical insight, thoughtful strategy, and a clear understanding of the unique needs municipalities face today. Don't just take our word for it—our references speak to our passion and dedication.

Thank you.

Thank You For
Your Time.