

Client relation and billing management

Multi-fluid

- Electricity
- Gas
- Water
- Urban heating

Multi-operational

- Cable television
- Service contract
- Internet

Modules

- efluid
- efluid.net distributor portal
- efluid.net supplier portal
- Online agency
- Decision-making

Functional perimeter

- Referential (e.g., material)
- Product offer
- CRM
- Contract
- Marketing
- Estimate/order
- Business tracking
- Reading/consumption
- Intervention
- Billing
- Financial operations
- Recovery /claims
- Accounting interface
- Sustainable development
- Flow reconstitution

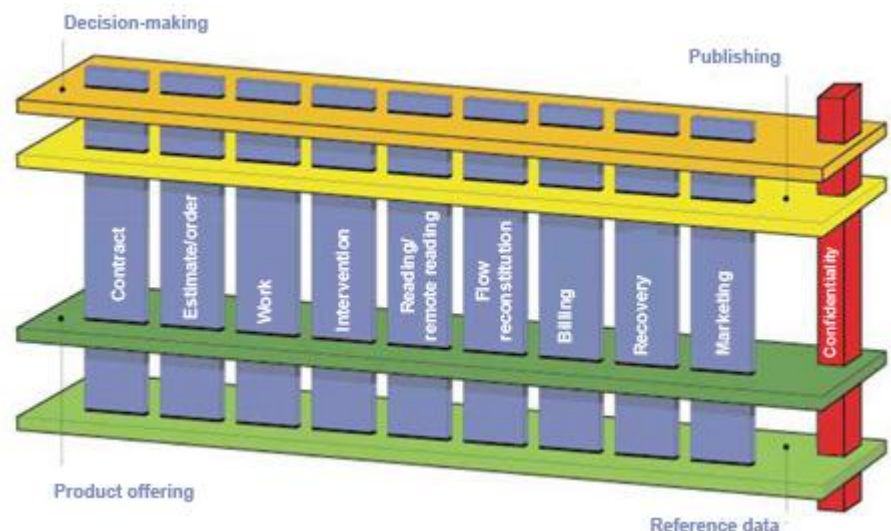
EFLUID CLIENT RELATION AND BILLING MANAGEMENT SOFTWARE PACKAGE

efluid is an integrated client relation and billing management software package dedicated to the utilities sector. It was designed for energy suppliers and distributors through a split-vision business and technical offering.

efluid is multi-fluid (electricity, gas, water, urban heating) and multi-operational (cable television, service contracts and Internet). It enables client management through contract, estimate and order, billing, recovery and claim, and marketing processing. It also enables the management of technical resources and functions, such as meter equipment and materials, meter reading and remote reading, flow reconstitution and publishing.

efluid covers all client segments (industrial, professional and individual) through its front and back office functions, and through its support of call centers, portfolios and online agencies.

Functional perimeter



efluid.net module

The efluid.net module exchange system, features the following functions :

- **Publish efluid data**, such as readings, bills, dockets, business information and overall consumption statements to market stakeholders
- **Integrate into efluid various data** supplied by distributors, such as readings, demand curves, etc.
- **Provide suppliers with efluid access** to information regarding their clients, such as PDS, readings, bills, business information, etc.
- **Manage transfers** (publishing and consumption) and related management duties



Several parameterization elements are available at the product and consumer level, including, for example exchange, membership, publishing cycle and conveyance type models.

Online agency module

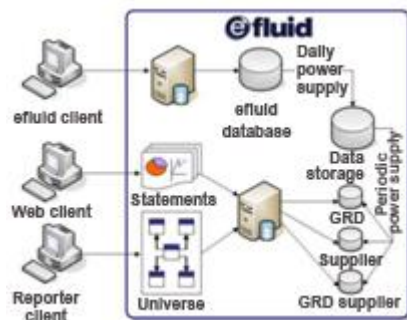
The AEL module offers online services to perform the following:

- Manage personal and account information
- Manage contracts through online consultation, withdrawal set-up, bank data entry, and contract creation/modification
- Manage billing through online consultation, billing simulation using consumption data, duplicate issuance, and secure online payment
- Manage consumption through reading and consumption history analysis
- Manage orders through open order tracking

Decision-making module

The decision-making module offers more than 100 control indicators and analysis axes on efluid's various functional sectors, including the following:

- Business
- Actors
- Contract and services
- Billing and consumption
- Monthly operations
- Intervention
- Equipment
- Recovery



References

Nearly two million end-clients are managed using the efluid suite:

- **EDF SEI** : 1,000,000 clients
- **Électricité de Strasbourg** : 500,000 clients
- **UEM** : 160,000 clients
- **Séolis** : 150,000 clients
- **Gaz Electricité de Grenoble** : 100,000 clients
- **RSEIPC** : 40,000 clients
- **GDF-SUEZ / SMEG** : 25,000 clients
- **Gedia** : 25,000 clients

Business contacts

For more information on the efluid suite, contact efluid@cgi.com or visit www.efluid.com.

About CGI

Founded in 1976, CGI has worked with clients in a wide range of industries to help them leverage the strengths of information technology (IT) to optimize their business performance and produce value-driven results. We also offer a comprehensive array of business process outsourcing (BPO) services, enabling us to help manage and improve our clients' day-to-day business processes while freeing them to focus more on strategic decision making. Our consulting, systems integration and outsourcing services provide a total solution package designed to our clients' complete business and technology needs. We approach every engagement with one objective in mind: to help our client win and grow. CGI provides services to clients worldwide from offices in Canada, the United States, Europe and Asia Pacific as well as from centers of excellence in North America, Europe and India. Learn more at www.cgi.com

About UEM

UEM is a core supplier in Moselle, which has supplied electrical energy to the city of Metz and 141 neighboring communities for more than a century. In addition to its role as a heat and electricity producer through a major urban heating network in Metz, as well as a gas supplier, UEM offers a wide array of energy services, which it complements with videocommunication and Internet services in about 40 communities.

www.uem-metz.fr

