

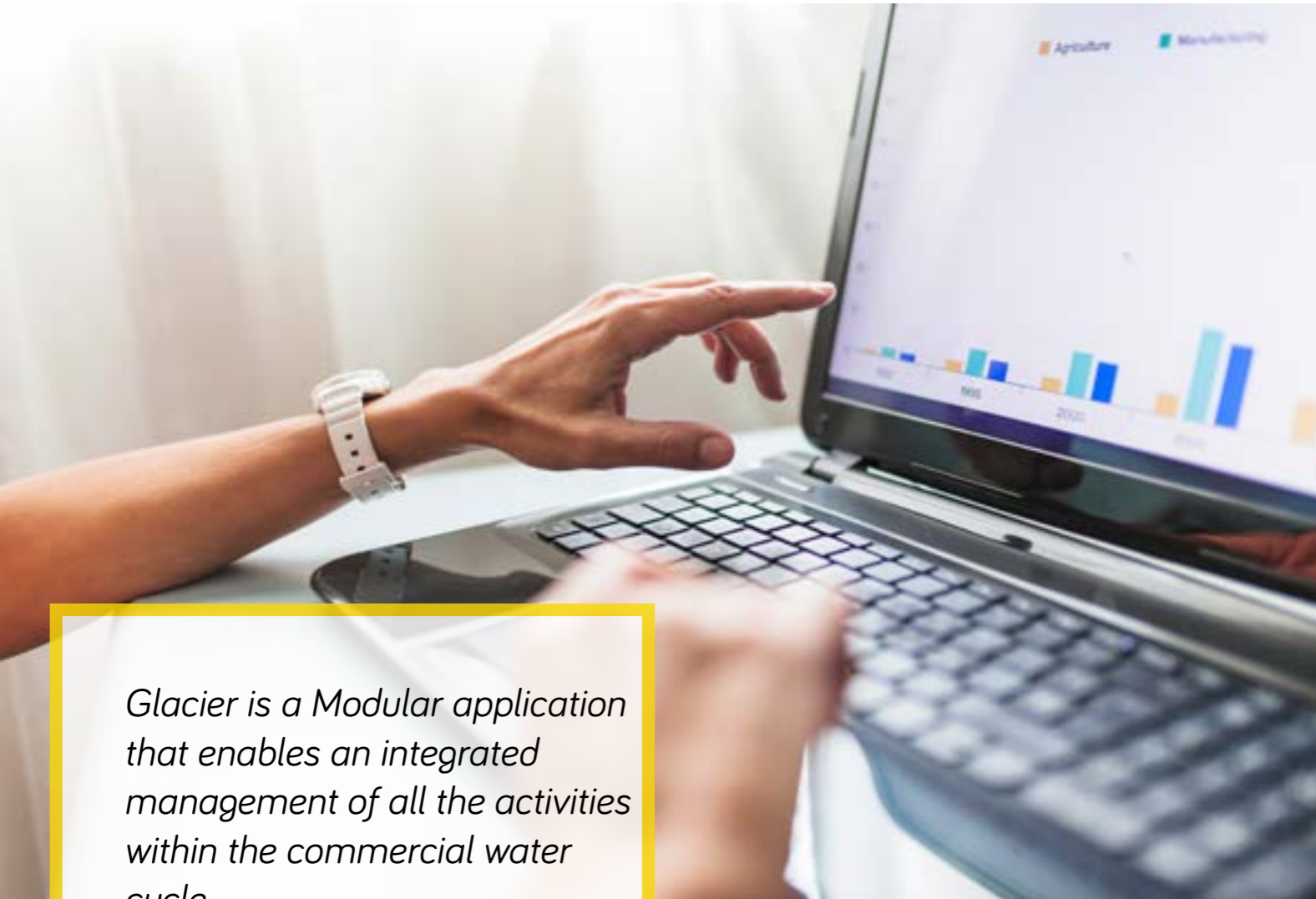

GLACIER
THE SMART
WATER CYCLE
MANAGER

Glacier is a comprehensive commercial water cycle management system that allows centralized administration of the customer management service in the multi-company and concessions environments, which allows the administration of different companies and populations.

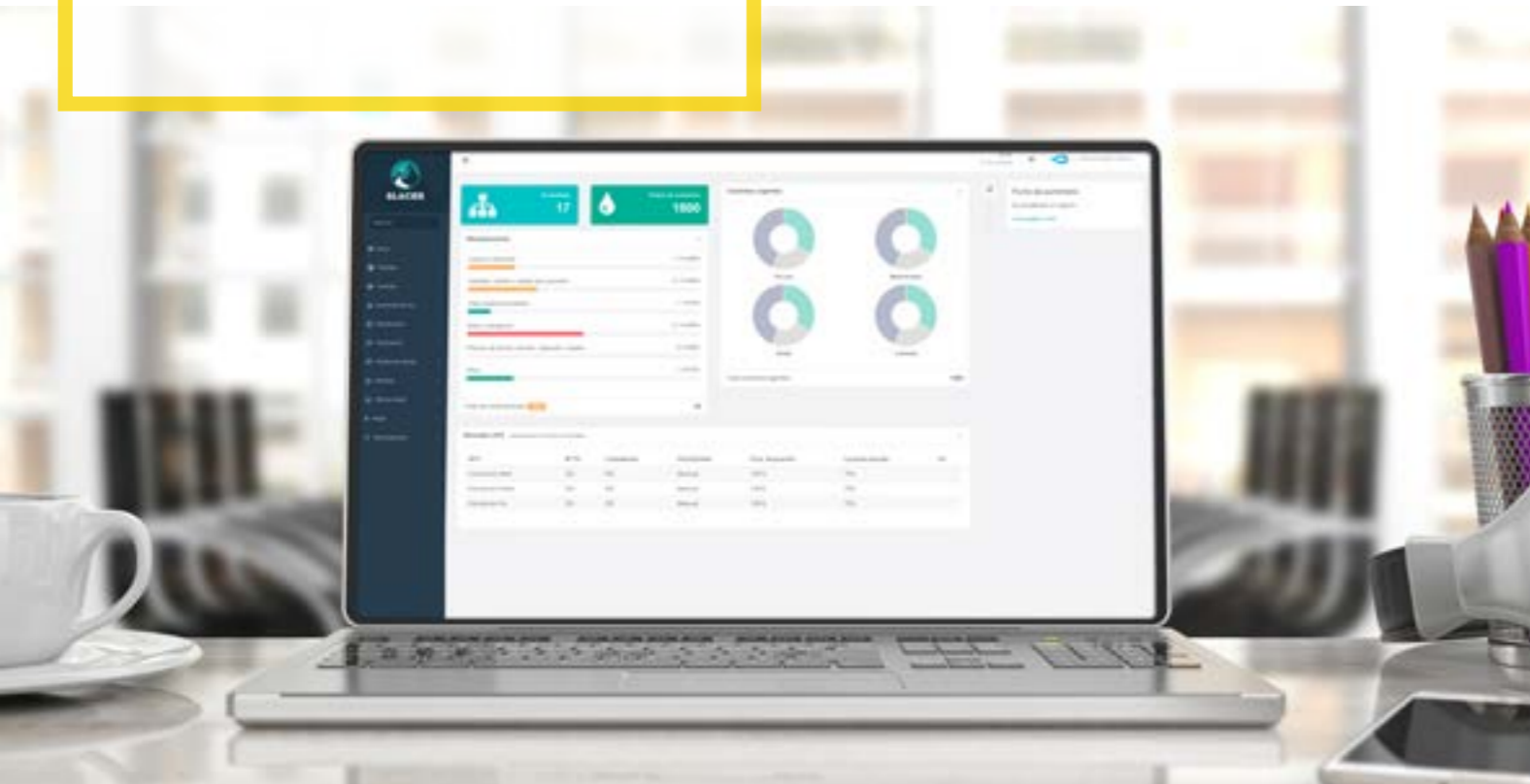
The commercial water cycle is the set of processes that must be implemented to offer and guarantee the water supply and the management service, supported by the virtual office and the customer service module.

Glacier allows users to easily and intuitively manage the reading, billing and collection processes, including all the necessary tools such as CRM, maps, asset management, job planning, mobility applications, real-time fleet control and much more.

All the functions of the suite are integrated into a single web responsive application, reducing management and maintenance costs and being able to adapt to any company and environment.



Glacier is a Modular application that enables an integrated management of all the activities within the commercial water cycle.



It has administration tools, different roles and permits to guarantee greater data security

Glacier Modules

01.

CUSTOMER SUPPORT

- Multiple communication channels
- Ticket management
- Automatic e-mail support
- Advertising campaigns
- Reports and time control

02.

ALGORITHMS & ALARMS

- Large consumption leaks
- Leaking cisterns and faucets
- Frauds
- Accountants stopped
- Empty housing consuming
- Notice to social welfare of dependents without consumption

03.

ASSET MANAGEMENT

- Asset inventory (meters, network elements, etc.)
- Maintenance plans
- Element geopositioning
- Service points
- Customizable maps

04.

WORK ORDERS

- Notices in field
- Planning tool
- Work management tools
- Resources management
- Maps and GIS tools
- Fleet management

05.

BILLING

- Tariffs management
- Billing cycle management
- Printing and distribution of paper bills
- Bills management
- Control

06.

DEBT

- Defaulting control
- Debt management and payment collection
- Payment agreements
- Fraud detection

07.

REPORTS

- Records management
- Dashboard and control panel
- Data exportation
- Notifications

08.

MOBILITY

- Online management of field work
- Manual readings
- Geopositioning
- Route optimization

09.

VIRTUAL OFFICE

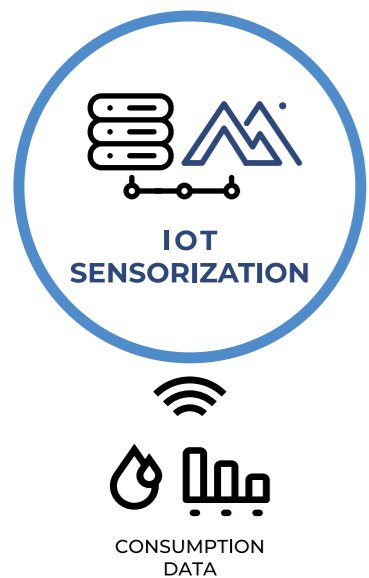
- Consumption visualization
- Bill download
- Reports and complaints
- Customer leaks report
- Prior appointments
- Contract management



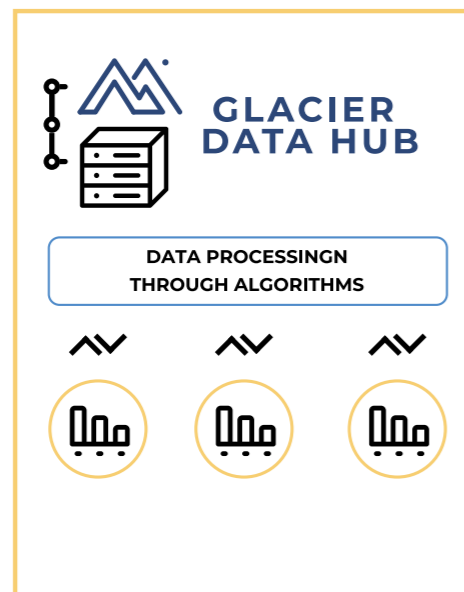
How it works

Glacier is a web application that guarantees the complete availability of information and the efficient operation of the users in the system. It does not require installation in work stations, since it is accessible from any device that has a web browser compatible with the HTML5.

01.
DATA
GATHERING



02.
SYSTEM
CORE



03.
BILLING AND
COLLECTION



Advantages

Ux Interface

All user screens follow the same standard design pattern, which is based on usability concepts.

Experience

Glacier is the result of our experience in the provision of customer management services.

Integration

All the system information can be made available via an API for its use by third applications.

Audited

Access to the system and all operations are registered in order to comply with the required auditing standards, and the subsequent monitoring.

Multi-language

The user can choose from a variety of languages in order to facilitate the use of any language.

Scalability

Glacier's architecture ensures consistent growth, in accordance with operational needs.

Roles

Each user can access as many modules as required.

Modular

Each set of functionalities corresponds to a module that can be enabled or disabled without any impact on the system architecture..

Search

All lists have powerful searches based on partial and complete matches, with the aim of optimising user's time.

Highlights

1,5 million invoices
35 million dollars

