



National Information Solutions Cooperative®



Solutions + Services Catalog

# Introduction

In this catalog of NISC® services and solutions, you'll find the breadth of Member-inspired software solutions that support utility and telecom innovation, build efficiency, provide analytical power and help bring customer relationships to new levels of engagement.

Through its enterprise-wide solution suite, iVUE®, NISC provides its Members a fully integrated software platform for all departments and professionals working at Member utility and telecom organizations.

This NISC listing of products and solutions reflects the energy and drive on the part of its employees, working in unison with our Members to be their trusted IT partner, today, tomorrow and beyond. For more information, visit us at [www.nisc.coop](http://www.nisc.coop).

## Table of Contents

<b>About Us</b>	3
<b>Governance</b>	3
<b>Type of Entity</b>	3
<b>Board of Directors</b>	4
<b>Executive Team</b>	4
<b>Mission &amp; Vision</b>	5
<b>Shared Values</b>	5
<b>Our Commitment</b>	6
<b>Implementation</b>	6-7
<b>Ongoing Learning</b>	7-8
<b>Research, Development &amp; Quality</b>	8
<b>Support</b>	9
<b>Accounting</b>	10-12
<b>Customer Care &amp; Billing (Utility)</b>	13-16
<b>Customer Care &amp; Billing (Telecom)</b>	17-21
<b>Operations</b>	22-27
<b>Technical Services</b>	28-29
<b>Engagement</b>	30-33
<b>iVUE Connect®</b>	34
<b>Cybersecurity Services</b>	35-36
<b>iVUEAppSuite™</b>	37
<b>iVUE Mosaic™</b>	37
<b>Automated Mailroom Services</b>	38
<b>iGEAR™</b>	39
<b>Capturis™</b>	39
<b>Copyright &amp; Trademark</b>	40



# About Us

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National Information Solutions Cooperative (NISC) is an information technology company that develops and supports software and hardware solutions for our Member-Owners who are primarily utility cooperatives and telecommunications companies across the nation. NISC is an industry leader providing advanced, integrated IT solutions for consumer and subscriber billing, accounting, engineering & operations, as well as many other leading-edge IT solutions.

At NISC, our focus is service excellence and innovative information technology solutions that enable our Member-Owners to excel in customer service, maximize diversification opportunities, and compete effectively in the changing utility and telecommunications industries.

Today, more than 20 million consumers in all 50 states, American Samoa, Palau, and Canada receive utility or telecommunications services from companies utilizing our advanced information technology systems. As a cooperative, NISC is owned by the users of our systems, our Member-Owners, providing an unparalleled working relationship and inside understanding on industry operations, changes and requirements. Our full complement of software and hardware solutions are highlighted by innovations such as:

- Internet bill payment and presentation
- Graphical and mobile mapping systems
- Activity costing systems
- Energy deregulated billing
- Telecommunications switch provisioning and many others

NISC and its subsidiaries employ more than 1,300 individuals in six cities (Lake Saint Louis, Mo., Cedar Rapids, Iowa, Mandan, N.D., Shawano, Wis., Blacksburg, Va. and Austin, Texas) Our staff represents a blend of seasoned professionals with in-depth knowledge of the telecommunications, energy and other utility industries along with talented technical engineers skilled in the most effective software development and delivery techniques. We are dedicated to providing quality service to our Members through unlimited phone support, online user documentation and knowledge bases, hands-on learning opportunities and site visits.

## Governance

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### **What is a Cooperative?**

A cooperative is an enterprise or organization owned by and operated for the benefit of those using its services. A cooperative is owned by the consumers they serve and the seven Cooperative Principles reflect the best interests of those consumers. As a cooperative, NISC works for and serves its Member/Owners. Cooperatives exist in a variety of industries, including child care, credit union, food, hardware, health care, heating fuel, insurance, utility service and more.

## Type of Entity

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Cooperatives are governed under Subchapter T of the Internal Revenue Code. Cooperatives can also be corporations. NISC is a cooperative, Subchapter T, corporation that is organized under the laws of the state of Colorado. We were incorporated in 2000, when North Central Data Cooperative merged with Central Area Data Processing.

The process to become a cooperative corporation may include filing of governing documents, such as Articles of Incorporation and Bylaws, with the state in which an entity wishes to become incorporated. The Articles of Incorporation is the key document submitted to the state or governing body to create a cooperative corporation in the eyes of the law. Details included in the articles of incorporation include what the cooperative is meant to accomplish, (sphere of business or nature of the cooperative), its headquarters, officers that may be named, and primary rules set up to dictate the organization and workings of the cooperative.

Bylaws are like an official game plan of how a cooperative is to be run and operated and are developed during the incorporation phase of a business. Bylaws are the rules that govern the internal management of an organization. They are written by the organization's founders and cover, at minimum, topics such as how directors are elected, how meetings of directors are conducted, and what officers the organization will have and their duties.

# Board of Directors

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James Mangum  
**District 1 – Director**  
Wake EMC, NC

Bob Paulling  
**District 2 – Director**  
Mid-Carolina Electric Coop., Inc., SC

Carol Wright  
**District 3 – Director**  
Jackson Energy Cooperative, KY

Ron Salyer, Treasurer  
**District 4 – Director**  
Pioneer Electric Cooperative, OH

Kirk Trede, Secretary  
**District 5 – Director**  
Eastern Iowa Light & Power Coop., IA

Wayne Martian  
**District 6 – Director**  
North Central Electric Cooperative, ND

Reginal Rudolph  
**District 7 – Director**  
San Isabel Electric Association, CO

Jeff Churchwell  
**District 8 – Director**  
Northeast Louisiana Power Coop., LA

Mark Grotbo  
**District 9 – Director**  
Ravalli Electric Cooperative, MT

Robert Loth, Chairman  
**District 10 – Director**  
Central Texas Electric Cooperative, TX

Larry Knegendorf  
**District 11 – Director**  
Baldwin LightStream, WI

Darin LaCoursiere  
**District 12 – Director**  
Endeavor Communications, IN

Gary Johnson, Vice Chairman  
**District 13 – Director**  
Paul Bunyan Communications, MN

Harry Barnes  
**District 14 – Director**  
3 Rivers Communications Co-op, MT

# Executive Team

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Dan Wilbanks  
**President & CEO**  
636.755.2620

Susan Imm  
**VP – Sales & Marketing**  
636.755.2367

Doug Remboldt  
**VP – Member Success**  
701.667.6700

Kari Reichert  
**VP – People Services**  
701.667.6519

Todd Eisenhauer  
**VP – Strategy & Operations Solutions**  
636.755.2453

Tracy Porter  
**CFO, VP – Corporate Services**  
701.667.6670

Ed Wolff  
**VP – Professional Services**  
701.667.6725

Brent Roberts  
**VP – Research, Development & Quality**  
636.755.2694

David Bonnett  
**VP – Product Management**  
636.755.2400

Jeff Nelson  
**General Counsel, VP – Information Security  
& Risk Management**  
701.667.6943

# Mission & Vision

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NISC, a leading provider of information technology products and services, offers integrated software and hardware solutions to utilities and telecommunications companies as well as other infrastructure industries and Fortune 100 and 500 businesses. The NISC family—comprised of Members, Associate Members, customers, partners and employees — collaborates to provide enterprise business solutions that continue to set the industry standard. As a valued member of the NISC Community, users enter a partnership based upon trust, a commitment to excellent service, continuous support as well as opportunities for professional learning.

## **NISC Mission Statement**

To deliver information technology solutions and services that are Member and Customer focused, quality driven and value priced.

## **NISC Vision Statement**

To enhance the success of our Members-Owners by providing world class information technology solutions while building lasting business relationships.

# Shared Values

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At NISC, we believe in striving for excellence with a passion and determination that is founded on our shared values. These values will inspire us, guide us, and determine the manner in which we will conduct ourselves in carrying out the business of our organization.

## **Integrity**

We hold ourselves to the highest professional, moral, and ethical standards. We are committed to doing the right thing, always.

## **Relationships**

We believe people are the heart of our organization. We are committed to building, nurturing, and preserving lasting relationships with our Member-Owners, customers, partners, our families and friends, and one another. We are passionate about the service we provide and demonstrate that by being responsive to the needs of our customers and constantly striving to exceed their expectations. We believe in engaging in honest communication, showing respect for others, and treating all people with the dignity they deserve. Because we understand the importance of all our relationships, we support a healthy balance between work and family.

## **Innovation**

We promote the spirit of creativity and champion new ideas. We believe a passion for quality and the desire to constantly improve what we do is critical to our success. We challenge each other to continually strive for excellence and define new ways to build our future.

## **Teamwork**

We exemplify the cooperative spirit by working together with respect for one another's ideas and contributions. We believe in using our individual and collective knowledge and skills to improve our organization and agree to show support of all decisions once they are made. We know the combination of our talents allows us to accomplish great things because there is greater potential for success when we share our diverse experiences.

## **Empowerment**

We believe individuals have the power to make a difference. We agree to be accountable and responsible in the decisions we make, use good judgment, and take pride and ownership in our work.

## **Personal Development**

We believe the free exchange of knowledge and information is absolutely necessary to the success of each individual and the organization. We agree to work every day to learn new things and are committed to sharing our ideas with one another. We support education and learning and are dedicated to providing opportunities for every individual to grow in their abilities.

# Our Commitment

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Our commitment to you is simple—at NISC we do the right thing—always.

From your first interaction with NISC, we listen to you...your needs, your challenges, your goals and do our very best to create solutions that meet your demands. At NISC, we are more than technology; we are about people, leveraging technology to make everyday life better. We know technology can make or break any organization...telecom or utility. That's why we are not into technology for the profit margins but rather we are focused on making a difference in your day-to-day life.

Being an IT cooperative gives you the greatest benefit because we gather input, guidance and ideas from each Member/Owner of NISC. From various committees, councils to directly interacting with an NISC representative, there is always an opportunity to be heard and for us to listen. In the end, it's about all of us coming together creating technologies that work for you, how you need them. You have direct input into what NISC is doing today and into tomorrow. Our mission and vision help us stay on track to be the best IT cooperative we can be for you.

Our Shared Values are important in guiding our organization. While NISC is firmly rooted in our business model, our employees created values to guide us through the years—helping us stay true to our roots. These values are embraced by each and every member of our teams throughout departments and across industries.

At the very heart of our commitment are people. It's you, your customers, our staff, our partners...all coming together creating the best quality, service-driven organization dedicated to each of you.

## Implementation

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It doesn't matter who your previous software provider was before NISC. What matters is that when you start the implementation process with us, you are a partner with NISC, and we are here for you. Our trained implementation project managers will work with you, modifying implementation techniques based on how you learn, and how your legacy software works to help make the implementation process go as smooth as possible. Our teams have developed a comprehensive process that has led to 100% successful implementations for over 45 years. At NISC, we know everybody learns differently. That's why we provide a range of resources to meet your individual needs.

### **Online Learning**

NISC offers many interactive online training courses allowing you to watch video demonstrations, download How To documents, and practice skills in a simulated environment. Hundreds of recorded WebEx sessions provide an overview of our applications and are free.

### **The NISC Community**

Got a question? The NISC Community likely has the answer. Use this online resource during your implementation process, and beyond, to read posts from NISC experts and collaborate with NISC employees and other NISC Members/Owners from across the country.

### **Skill Assessments**

A set of skill assessments for each application can be found within your project packet. These assessments can be used as an internal training tool and covers basic training scenarios that are commonly used within the software.

### **Interactive WebEx Training**

Interactive WebEx training allows for interactive discussions on topics that may require additional training during the life of the implementation. WebEx allows project managers to view and control information on the PC remotely while you are viewing the same screen.



## **Administrator Training**

During administrator training, a project manager conducts classes at your office. This training covers the detailed training for setup and functionality in the applicable modules. The different validation and training documents will be reviewed.

## **Process Training**

During process training, a project manager conducts classes for the processes and reviews the documents specific to your organization's business needs. Discussion on day-to-day activities are the focus in this training.

## **Project Management**

Projects are managed by a project manager who guides you through the implementation using the NISC project methodology. By using the latest tools to manage your project and mitigate risk, we are able to ensure all project deliverables are met.

## **Data Conversion**

Accurate data conversion is the heart of a successful implementation. We work together to map and migrate your existing data into NISC's database. Data is available early in the process for training, validation and elimination of surprises when you go-live.

## **Testing and Validation**

The acceptance of data conversion and configuration settings allows for a seamless project go-live. We work closely together on system configuration, validate your accounts are setup correctly, and provide tools for you to verify and build confidence in the project.

## **Go-Live**

The milestone date of your project. Our project managers and teams are present when you go-live on the NISC system. Ongoing consultation continues this week. Our goal is to celebrate all of the work that you have put forth.

# Ongoing Learning

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The Brian Wolf National IT Learning Center® provides a variety of learning opportunities for you, in a comprehensive, learner-centered environment. Our learning experts have developed unique programs to fit your demanding schedules. Our mission is "to ensure that Members and NISC employees are fully effective in using NISC's products, services, processes, tools and technologies through the delivery of a comprehensive technical/professional development program."

## **Online Learning**

NISC offers hundreds of hours of interactive online training, available any time you want it. Watch video demonstrations, download detailed How To documents, and practice your skills in a simulated version of iVUE. Best of all, it's free.

## **The NISC Community**

Got a question? The NISC Community likely has the answer. Use this online resource to ask questions, get support updates, read posts from NISC experts, and collaborate with NISC employees and colleagues from around the country.

## **Weekly WebEx Training**

These online courses are designed to meet your needs about specific solutions or enhancements. With sessions spanning the iVUE Enterprise, it's easy to attend a session that relates directly to your job. Miss a session? Don't worry. You can always catch the recording.

## **Workshops**

With travel comes cost. That's why NISC developed various workshops held in multiple locations throughout the continental United States. These workshops are held at Member/Owner sites and an NISC subject matter expert team will travel onsite to lead this workshop.

## **Member Information Conference (MIC)**

This annual learning event features more than 100 classes led by NISC subject matter experts and fellow NISC Members. This event will bring you up to speed on where NISC is today and provide insight into tomorrow.

## **Onsite Learning Centers**

Our Missouri and North Dakota offices boast excellent onsite training facilities. On an as-needed basis, instructor-led training is conducted in these facilities containing classrooms with state-of-the-art computers, audio/video systems, and amenities for the attendees. And of course, NISC subject matter experts provide the instruction.

# Research, Development & Quality

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NISC's Research, Development and Quality team oversees the design, development and delivering of software solutions to meet your needs. Our department works closely with other departments and our Members in gathering external and internal enhancement suggestions, designing project specifications and training and communicating internal technical procedures, project progress and outcomes. We are able to help you have a more fulfilling experience utilizing the solutions created. To us, quality isn't a system, method or philosophy but rather is a working model integrated into our research and development daily operations. By adding quality and usability to research and development, NISC's team is able to support continuous improvement and find innovative ways to implement new technologies.

## **Innovation**

Looking to the future is important to stay ahead of new innovations. That's why at NISC we are committed to learning what is happening outside our industries so we can see if they will impact your day-to-day jobs.

## **Research**

At NISC, it's our responsibility to provide you with the very best, most forward-thinking way to get your job done through the latest and greatest technologies; therefore, we thoroughly research how things may work in the industries we serve.

## **Development**

Researching new technologies leads to developing leading-edge solutions for your organization and your customers. Our team of developers and programmers will work diligently to create solutions based on your specific needs.

## **Quality**

Leveraging technology to create new software is one thing...creating software that works right out the door is another. Through quality assurance processes, solutions are checked to ensure the work of the developers and programmers is ready for you to use.

## **Usability**

While a solution is being researched, developed and checked for quality, it is continually checked for usability. Usability is a process conducted through a volunteer Member group who tests the software to ensure it is intuitive for the end user.



Technology is ever-changing and constantly impacting our jobs. That's why at NISC, we provide ongoing support in as many ways as possible. We know that some people prefer to talk on the phone while others like to seek out information and learn for themselves. Our 360 degree approach to support not only helps individuals with any topic, but also identifies when they may need assistance. Many of the NISC support teams have a telecommunications or utility background and understand exactly what your challenges are when it comes to getting your job done. Our teams are open to your feedback, and look for new ways to solve any challenges that arise. As a member of HDI, NISC's customer service team is actively monitoring how we provide support and ways to improve supporting you. Many of our support team members in leadership or management roles are HDI certified.

## **Online Learning**

This Web-based scenario training is your premier online learning tool to be used by iVUE users. Classes are designed to be self-learning on the modules you need to learn and stay up-to-date on throughout iVUE.

## **Recorded WebEx Sessions**

Sessions cover all the applications you are implementing, individually. The content provides an overview of the applications with a concentration on the functions that are regularly used. These recorded sessions can be watched multiple times and started/stopped at your convenience.

## **Weekly WebEx Training**

These online courses are designed to meet your specific needs related to NISC's solutions or enhancements. With sessions spanning the iVUE Enterprise System, it's easy to attend a session that relates directly to your day-to-day job.

## **Workshops**

With travel comes costs. That's why NISC offers workshops held in multiple locations throughout the continental United States. These workshops are held at Member/Owner sites and an NISC subject matter expert team will travel onsite to lead this workshop.

## **The NISC Community**

Got a question? Someone in the NISC Community likely has the answer. Use this online resource to ask questions, get support updates, read posts from NISC experts, and collaborate with NISC employees and other Members/Owners from across the country.

## **Change Request Portal**

NISC's CR Portal, a web-based portal for viewing submitted change requests, is easy-to-use and accessible through the NISC Community. This portal lists contacts and interactions for your organization that have been logged into iVUE Support, allowing you to track the CR's progress.

## **On the Phone**

There is something reassuring about talking with another person on a telephone. We are available and ready to help with questions you may have about any NISC product and get you the answers you need when you need them.

## **Via Email**

Being able to communicate directly with a single person to help you through your concerns is important and easy. Sharing information and documentation is important to get your concern resolved. That's why you can always connect with us via email to ensure you receive the help you need.

# Accounting Solutions

NISC's Accounting and Business Solutions (ABS) are designed to streamline and expedite your processes, featuring a single point of entry and integration among all applications for unparalleled ease of use. The flexibility of NISC's ABS gives you the power to define and create open fields to meet your organization's needs. You can also predefine a set of values in order to ensure accuracy of your data collection. All this, along with a powerful advanced search (query builder), allows you to create simple and fast data queries that can be organized and sorted to your specifications and dropped into a third-party spreadsheet without having to involve your technical staff.

## Asset Management

Using NISC's Asset Management product, you can easily track the activity and complete inventory of your organization's physical and general plant assets. Tightly integrated with the Work Order, Fleet Management and Accounts Payable modules, all additions and retirements are seamlessly updated and tracked historically with the same functionality as transactions that are self-contained within Asset Management.

### Asset Management

Asset Management tracks both physical plant and general plant assets that can be grouped and reported by business entity, asset group or department. Assets can be tracked by average or vintage costing methods with multiple options for depreciation of the assets.

### Fleet Management

With Fleet Management you can track and distribute all costs of maintaining and operating your fleet and at the same time track all of the service events and scheduled maintenance of each fleet asset throughout the organization.

### Work Orders

Work Order accounting system provides fully automated divisionalized accounting entries, as well as subsidiary detail for construction, retirement, expense tracking, staging integration and a seamless closing process that fully integrates to Asset Management and General Ledger.

### Document Vault™

Create digital replicas of all assets, service requests and loan applications, then index, archive, retrieve and send the images electronically as needed through this integrated solution with the iVUE Enterprise.



## Employee Administration

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The Employee Administration modules offer one of the most comprehensive payroll and labor solutions in the industry. Whether your organization provides payroll for one or multiple companies, with its robust flexibility and security, iVUE Payroll simplifies the process of delivering timely and accurate employee compensation along with full distribution of labor and associated costs in a fully integrated package.

### **Payroll**

Payroll efficiently processes employee payments that are easily updated and allocated in the labor distribution. Payroll increases the efficiency of managing your payroll information with single point of entry and integration with the rest of the Accounting product.

### **Employee Self-Serve**

Allow staff to operate more efficiently by providing access to their personnel-related information and functions. As a web-based application, Employee Self-Serve allows employees to enter time records and provides supervisors full review and approval capabilities of their employees' entries.

### **Pay Assist**

Remain in control of your time entry process while letting NISC be your processor of direct deposited payroll, income and payroll tax payments, and the quarterly and annual tax requirements.

### **iVUE AppSuite**

iVUE AppSuite is a mobile, smart device solution developed to save you time by allowing supervisors to approve time off and employee entered time.

## Financial Controls

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As an integrated solution, NISC's Accounting product ensures that through the use of Financial Controls you are on track with your organization's financial goals. Manage and monitor your financial situation from a single, central hub. Gain easy access to important information and extract the data for customized viewing preferences. Receive real-time information for Point-of-Sale counter sale transactions through a detailed order tracking system.

### **General Ledger**

General Ledger is designed to be the central hub of your financial system, providing seamless access to the data necessary to make informed decisions. General Ledger is fully integrated into iVUE, providing seamless workflow with all modules and products.

### **Installment Loans**

Set up, calculate and track your customer and employee loan balances using the iVUE Installment Loan solution. Direct interaction from iVUE Miscellaneous Receivables or iVUE Customer Care & Billing updates each loan as it is paid.

### **Budgeting**

Know where and how your organization is performing throughout the fiscal year with NISC's Budget tool. This solution provides you with a detailed list to measure and monitor your financial budget performance.

### **Miscellaneous Receivables**

Miscellaneous Receivables performs counter sales and customer orders with Point-of-Sale functionality along with recurring monthly billings. Full integration with Material Inventory provides real-time information from POS transactions and order tracking, and to General Ledger to support the customer balances.

### **Bank Reconciliation**

Bank Reconciliation ensures real-time, reliable cash balances that you can depend on by delivering an integrated solution to quickly reconcile your bank statements to General Ledger. Bank Reconciliation will easily track checks, electronic payments, deposits, electronic deposits and transfers.

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## Purchasing Workflow

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Streamline your purchasing workflow with this set of Accounting tools. NISC's solution is designed to improve accuracy, expedite the approval process and save time...therefore saving your organization money. Learn how to maximize cash control by monitoring due dates, discounts and streamlining approval processes. Efficiently manage valuable assets by tracking past requirements, discounts and deliveries. Maintain purchase order information, reduce manual work and save time keying information.

### **Accounts Payable**

Managing cash resources for one or multiple companies can be the difference between positive net margins or losses. NISC's Accounts Payable contains the features that you need to efficiently identify your cash requirements and make effective cash management decisions.

### **AP Invoice Authorization Workflow**

Expedite the invoice approval process where each of the steps can be entered, reviewed and approved without routing paper copies. Since the information is kept digitally, errors that may occur from writing information down are eliminated.

### **Material Inventory**

Material Inventory allows you to increase your purchasing power, manage stock levels and lower expenses. Set up multiple groups and locations of inventory to track all activity with complete integration to all modules.

### **Purchase Order**

NISC's Purchase Order solution features integrated procurement functionality with a single point of entry including requisitions, quotation management for bid evaluation and award and purchase order generation.

### **Document Vault**

Create digital replicas of all service orders, work orders, and take images, then index, archive, retrieve and send the images electronically as needed through this integrated solution within the iVUE Enterprise.

# Customer Care & Billing — Utility

NISC's Customer Care & Billing Solutions (CC&B) are designed to help you create efficiencies throughout your office and extend those efficiencies to your customers. CC&B will help you leverage data across your organization to streamline your business processes, increase efficiency and improve customer service. NISC's CC&B provides your organization easy and quick access to a full-range of customer tracking, payment, billing, collections, data collection and other business-management functions. Integrated with the iVUE Enterprise System, CC&B is a powerful tool to help you manage your organization.

## Billing and Collections

As the industry changes, and the need for your utility to change along with it increases, you need to be prepared to meet the demands of the 21st century. This means providing more dynamic pricing options and being able to bill for complex situations such as net metering and time-based rates. NISC's Customer Care and Billing (CC&B) solution provides you the flexibility to meet the demands of the evolving utility industry and today's consumer. Ensure consistency across your organization with an accurate, integrated collections process that will help you efficiently improve cash flow, minimize collection efforts and provide your customers with the tools to stay current.

### **Billing Management**

NISC's CC&B tools are designed to enhance efficiencies in the utility billing process. Take control of your rates, taxes and service charges with an accurate, flexible billing solution that will ensure a seamless customer service process across your organization.

### **Prepaid Metering**

Give your customers the ability to monitor, manage and pay for their electricity in advance with NISC's Prepaid Metering. Instead of receiving a traditional bill, your customers will be able to monitor their account and keep the lights on, keeping their meter full just like their car's gas tank.

### **Delinquent and Collections Management**

Streamline your collections process with automated task routing, payment extensions and real-time payment updates. Integrated with other systems such as Mobile WorkForce or NISC CallCapture® SecurePayments, this process will help you achieve greater efficiencies in your utility.

### **Capital Credits**

Make your capital credits process simple and efficient with NISC's CC&B tools. Administer your daily, monthly and annual capital credit processes quickly and easily with flexible, easy-to-use capital credit management.

### **NISC Meter Data Management System™ (MDMS)**

Turn your AMI data into actionable data with integration into NISC's Meter Data Management System. Interfaces with the leading AMI vendors allow you to enable dynamic pricing programs and share data with your customers, provide powerful analytics and help you to better measure the impact of your programs.

### **Automated Mailroom Services (AMS)**

NISC's AMS is your one-stop-shop for printing and delivery of your billing statements, inserts and postcards. Your customers benefit from full-color statements that help them to better understand their charges and allow you to communicate information to them. Powered by ActivTrace, we can track your statements from the time they get mailed to delivery.



## Customer Management

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Today's customers want options. NISC's Customer Care and Billing (CC&B) solution will help you increase your customer engagement by allowing them to connect with you when and how they want. Save time by tracking all of your contacts in one place across your organization, while managing activity on each of your accounts seamlessly. Engage your customers in the billing process by sending them custom account notifications and allowing them to connect with you online, in person or through their mobile smart device.

### **Customer Relationship Management**

NISC's CC&B tools will help you enhance your relationship with your customers. Efficiently manage contact with customers and non-customers across your organization, eliminating messy, time-consuming manual phone and customer contact logs.

### **Account Management**

Take control of your accounts with simple and efficient account management tools. Track and administer a wide range of diversified services with all of the tools you need to manage your accounts, adjustments, history and transaction details.

### **Communications Management**

NISC's CC&B tools can help you communicate more effectively with your customers and key accounts. Provide timely information about their account, service locations or equipment with utility-customized alerts using voice, email and text messaging.

### **Capital Credits**

Make your capital credits process simple and efficient with NISC's CC&B tools. Administer your daily, monthly and annual capital credit processes quickly and easily with flexible, easy-to-use capital credit management.

### **SmartHub®**

Your customers can pay their bill, submit service issues, check their usage and receive special messaging at their fingertips through their smartphone, tablet or on the Web. Available for Apple® iOS® and Google® Android® devices.

### **iVUE Connect – Service**

iVUE Connect – Service is designed for customer service, allowing you to help customers quickly and efficiently. With important customer information front and center – including current outages, billing data, notes on customer interactions, analytics and a dynamic search – iVUE Connect – Service is designed to help customer service professionals retrieve information quickly and provides a variety of payment processing options to fit every member.

## Integrated Solutions

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With today's utilities seeing an increased volume of payments in many different forms, it's critical to be as efficient as possible while maintaining compliance with industry standards. Through partnerships with industry leaders, NISC's suite of integrated solutions can help you stay compliant with security standards, reduce the time it takes to process payments and recover delinquent or disconnected accounts quickly and easily.

### **ProfitStars® RemitPlus**

Improve cash flow and reduce manual payment processes with this comprehensive paper check scanning and payment posting solution available through a partnership with ProfitStars.

### **TSI Profit Recovery**

NISC's CC&B tools will help you recover delinquent and disconnected accounts at a rate three times the national average. Through a partnership with TSI that offers fixed fees for service, you'll see improvements in your delinquent recovery process.

### **MultiSpeak®**

NISC has widely adopted a standards-based approach using MultiSpeak. As one of the largest users and supporters of MultiSpeak, NISC provides seamless connectivity to mission-critical third-party vendors using the NRECA MultiSpeak specification.

## Integrated Solutions

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### **Payment Processors**

Through a partnership with First Data Commercial Services and ProfitStars, NISC offers very competitive e-payment processing fees for the back end processing of credit card and e-check payments through the NISC Payment Gateway. Process payments quickly and easily with just a PC, internet connection and Web browser through a “virtual terminal,” saving money on hardware costs. First Data will also help your organization stay in compliance with PCI security standards through the First Data Clover Security solution. Make the PCI Compliance process as easy as possible and ensure your customers’ transactions are safe.

### **Credit Check Process**

Verify applicants’ identities and keep your organization in compliance with Red Flag requirements through a partnership with Equifax® and ONLINE Utility Exchange. Keep your members protected from identity theft through comprehensive fraud/bad-debt prevention tools and industry-specific collection services. These partnerships with NISC allow access to custom reports directly from iVUE as well as an instant credit check to help determine a deposit amount, if any.

## Payments

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Every one of your customers is different. Today’s customers require more flexibility in the way they choose to pay, which increases the need for a host of secure payment solutions exponentially. Whether they auto pay, make a direct payment from their smartphone or tablet device, pay by credit card on the Web or even pay in person, NISC’s suite of payment solutions has you and your customers covered. Give your customers the flexibility to pay the way that’s most comfortable to them and make processing payments simple for your staff. With NISC’s Payment Gateway, you’ll be able to ensure that your customers’ transactions are taking place in a secure environment, no matter which way they decide to pay. Give your customers the flexibility they need while keeping your transactions secure and your processing simple and efficient with NISC’s payment solutions.

### **NISC Payment Gateway**

Provides comprehensive electronic payment reporting for balancing deposits, including a browser-based Virtual Terminal for authorizing payments not associated with a customer record and stores credit card data to reduce PCI scope and security risks.

### **SmartHub Web and Mobile**

Provides convenient account access to your customers via Android and iOS smartphones and tablets as well as through the Web. Customers can check account balances, pay their bill and sign up for automatic, recurring payments, receive notifications of service issues, check usage and receive special messages from you.

### **NISC CallCapture Secure Payments**

Interactive Voice Response (IVR) pay-by-phone system hosted within the NISC Payment Gateway allows your customers to check account balances, pay their bill and sign up for automatic, recurring payments by phone 24 hours a day.

### **Electronic Funds Transfer (AutoPay)**

Reduce payment processing time, ensure timely receipt of payments and increase cash flow and profitability with NISC’s EFT AutoPay solution. This solution allows your customers to establish recurring monthly payments directly from a designated checking account, savings account or debit/credit card.

### **Cash Register System**

With iVUE Cash Register you can efficiently administer, track and report activity for multiple deposit groups made up of one or more cash drawers. Cash Register provides individual cash drawer controls and balancing (per user), customized payment activities and modes of payment.

### **Online Banking Interface (OBI)**

OBI will help you save time by automating your payment processing. Rather than receiving a large stack of paper checks from bank payments, OBI will help automate payments from nearly all bank online bill payment services as well as Fiserv’s CheckFree website.

### **Payment Kiosks**

NISC has partnered with U.S. Payments to provide payment kiosk solutions for any customer who needs 24/7 access to make cash, electronic check or credit card payments at convenient locations. U.S. Payment kiosks provide a PCI-compliant solution right out of the box and utilize a real-time interface with iVUE for their indoor, outdoor and tabletop models.



## Payments - SmartHub

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Today's customer wants convenient account access and detailed information about their use. Put the power of data in the hands of your customers with mobile and Web apps that present and transfer data in real time. Your customers will have the tools they need to manage their account with tools fully integrated with iVUE. The two-way communication available with SmartHub allows your customers to notify you of account and service issues and provides you the ability to send customized messages directly to your customers. With access to the same, real-time data, your customers and your staff will be on the same page. As the customer gains a better understanding of their usage, they'll be less inclined to call your office with bill complaints, freeing your staff to concentrate on other support issues and ultimately enhancing customer service. While your staff experiences lower call volume, your customers have the opportunity to experience benefits beyond simple, easy account management at their fingertips. With access to real-time usage data, your customers are empowered to better manage their usage. With access to real-time usage data, your customers are empowered to make changes that help them reduce their energy usage and ultimately lower their energy bill.

### **Account Management at Their Fingertips**

SmartHub gives your customers the ability to manage their account anytime, anywhere on their mobile device or on the Web. They have the option to pay their bill, check their usage, report service issues and contact you, right at their fingertips.

### **Custom Notifications**

SmartHub allows your customers the ability to choose how you communicate important account information or notices including push notifications, text messaging, email and even letters through NISC's Automated Mailroom Services.

### **Decrease Call Volume, Increase Customer-Driven Service**

SmartHub allows your customers to do more without the need to call your office to service their account, pay their bill, update mailing information, report service issues or even apply for a payment extension. Consumers want the ability to interact and manage their accounts 24/7. By providing these tools, customer satisfaction increases, call volumes go down and cost savings increase.

### **Safe and Secure**

SmartHub's bill payment and transaction environment is designed with the latest security features available, giving you and your customers the comfort of knowing any time they pay their bill, the transaction will be safe and sound.

## Work Management

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The ability to manage employee workloads and resource allocations is critical. Take control of the work management process with NISC's Customer Care and Billing (CC&B) solution. Work Management allows you to enable business process workflows and assign and schedule tasks to your entire organization. Seamless integration with NISC's mobile solutions helps you track and manage resources in the office and in the field.

### **Equipment Management**

With NISC's CC&B tools, you'll be able to easily maintain, view and track history related to your equipment and assets. Whether it's tracking meters, transformers, poles or pipes, NISC can fully manage and maintain your connected network of assets.

### **Service Order Management**

Full service-order functionality is a requirement for every utility's daily work. A robust platform allows your entire organization to track the lifecycle of service order work in your utility. From the initial contact to the completion of a service request, you can use service order management to properly track and manage work for your customers.

### **Operations Integration**

The iVUE Enterprise System helps you connect all areas of your organization. NISC's CC&B and Engineering & Operations tools share access to the same data, helping you seamlessly track and manage resources across your organization and in the field.

### **iVUE AppSuite**

iVUE AppSuite provides convenient access to important customer data and integrated communications tools from a single, smart device. Be able to watch and manage account information from wherever you are, as needed, to make better decisions for your membership.

# Customer Care & Billing — Telecom

NISC's Customer Care & Billing Solutions (CC&B) are designed to help you create efficiencies throughout your office and extend those efficiencies to your customers. CC&B will help you leverage data across your organization to streamline your business processes, increase efficiency and improve customer service. NISC's CC&B provides your organization easy and quick access to a full-range of customer tracking, payment, billing, collections, data collection and other business-management functions. Integrated with the iVUE Enterprise System, CC&B is a powerful tool to help you manage your organization.

## Billing

Billing is an integral part of your business process...and it is imperative for it to be accurate. Your customers have expectations and want their bills visually appealing and easy to understand, not to mention payment options to meet their lifestyle. NISC's Customer Care & Billing (CC&B) solution provides you the flexibility to meet the demands of the ever-changing telecom industry and ensure consistency across your organization with accurate, integrated processes to increase cash flow and manage billing for the numerous services you offer.

### **Usage Collection and Validation**

Closely monitor and audit the usage of the services you offer. Ensure your customers are getting what they are paying for...and not getting the services they aren't.

### **Rate Management**

Organize, track and analyze your rates. Increase your staff's knowledge on rates and package costs so the message is consistent and clear across your telecom.

### **Contracts**

Administer, track and archive contracts for all aspects of your business. Set alerts for contracts nearing completion so you don't miss upselling or retention opportunities. Ensure the contract information is complete and easy to access so when a customer calls, the information is readily available.

### **Wireless Devices**

Harness the wireless billing options that iVUE offers. Ensure you are capturing, and billing, all of the customer's usage and audit it accordingly.

### **End User Billing**

Easily process and bill customers' local, toll, TV, internet, wireless and other services as efficiently as possible. Develop optional calling plans and other usage as it appears and minimize revenue leakage.

### **Carrier Access Billing**

Eliminate daily processing and effectively bill for traffic that uses your network (and for usage that you may not have previously billed) in an easy to use graphical interface.

### **Automated Mailroom Services (AMS)**

NISC's AMS is your one-stop-shop for printing and shipping custom statements, inserts and postcards. Keep track of your shipments through our advanced mail-tracking software, ActivTrace.



## Collections

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Managing your cash flow and delinquent accounts is imperative to your telecom's success. NISC's Customer Care & Billing (CC&B) solution will help you better track your delinquent accounts, and the configurable rules will help you adjust customer accounts so their services stay on while they catch up on their past due balances. With new customers, streamline the new account process with quick credit scoring so you can determine the deposit and start turning services up immediately...And ensure they have every opportunity to stay current with their bills by offering a plethora of secure payment options.

### **Configurable Rules**

Take control of your payment rules. Waive delinquent notices and adjust penalty fees to allow for special arrangements to best serve your customers.

### **Delinquent Monitoring**

Monitor credit history and payment arrangements to keep your customers' services turned on and keep their accounts up-to-date.

### **Mass Disconnect and Reconnect**

Easily process late and final notices to customers who haven't paid their bill or arranged for a special payment plan. Automate the process so when payments are posted, those customers are removed from the list or quickly reconnected. If payment isn't received, simply run a mass disconnect and free up your CSRs' time.

### **Deposit Management**

Determine what deposits the customers may need to pay for services and grant the ability to setup automatic bank and credit card withdrawals to reduce late fees and disconnection.

### **Credit Scoring**

Integrate seamlessly with credit reporting services to retrieve customers' credit scores. Streamline the process and quickly determine the deposit amount necessary.

### **Payment Integration**

Give your customers the flexibility to pay the way that's most convenient to them and make payment processing simple for your staff.

### **Allocation Rules**

Ensure bad debt is considered before an allocation. Pay off bad debt at capital credit allocation time if there is a balance to be paid.

## Customer Management

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Today's customers want personalized customer service and support. Your telecom wants to increase revenue and reduce operating costs whenever possible. NISC's Customer Care & Billing (CC&B) solution will help your telecom achieve these objectives with streamlined processes to keep data at your staff's fingertips and help them truly understand your customers' needs. The easily accessible data will make customer communications more efficient resulting in a more satisfied customer base, and the query and upselling tools will help you launch and track new marketing campaigns with ease.

### **Activity Tracking & Notifications**

Administer, track and analyze a wide range of activities and set up notifications to help keep your staff in the loop, working as efficiently as possible.

### **Marketing/Upselling**

Effectively target customers with campaign alerts containing upselling information at your CSRs' fingertips. Launch a campaign using Nielsen Market Segmentation tools, measure your campaigns' effectiveness, track the take rate and document interactions for future planning.

### **Marketing Campaign Management with NISC LeadAgent™**

Mine the valuable data you have in iVUE, as well as leads from outside sources such as your website, to create a dynamic, on-the-go sales repository for your marketing team to leverage and grow your customer base.

## Customer Management

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### **Dynamic Queries**

Create customizable reports based on a number of variables to help you better understand your customers and their services. Extracting data has never been so easy.

### **Account Management with Broadband Measured Service**

Track and administer a wide range of diversified services with all of the tools you need to manage your accounts, adjustments, history and transaction details.

### **Order Management**

Give your customers 24/7 access to upgrade their services as well as view and manage their broadband and wireless usage. These streamlined processes will ensure customer satisfaction and efficiency within your telecom.

### **Payment Arrangements**

Increase customer satisfaction with structured payment options for those who fall a bit behind with their bills. Create arrangements that suit their needs and the billing will adjust accordingly.

### **Capital Credits**

Administer your daily, monthly and annual capital credit processes quickly and easily. Flexible and easy-to-use, this solution works the way you work and makes viewing allocation history a snap.

## Integrated Solutions

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With today's telecoms seeing an increased volume of payments in many different forms, it's critical to be as efficient as possible while maintaining compliance with industry standards. Through partnerships with industry leaders, NISC's suite of integrated solutions can help you stay compliant with security standards, reduce the time it takes to process payments and recover delinquent or disconnected accounts quickly and easily.

### **ProfitStars® RemitPlus**

Improve cash flow and reduce manual payment processes with this comprehensive paper check scanning and payment posting solution available through a partnership with ProfitStars.

### **Payment Processors**

Through a partnership with First Data Commercial Services and ProfitStars, NISC offers very competitive e-payment processing fees for the back end processing of credit card and e-check payments through the NISC Payment Gateway. Process payments quickly and easily with just a PC, internet connection and Web browser through a "virtual terminal," saving money on hardware costs. First Data will also help your organization stay in compliance with PCI security standards through the First Data Clover Security solution. Make the PCI Compliance process as easy as possible and ensure your customers' transactions are safe.

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Reduce payment processing time, ensure timely receipt of payments and increase cash flow and profitability with NISC's EFT AutoPay solution. This solution allows your customers to establish recurring monthly payments directly from a designated checking account, savings account or debit/credit card.

### **Cash Register System**

Point-of-sale solution providing individual cash drawer controls and balancing (per user), customized payment activities and modes of payment.

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Instead of receiving paper checks to deposit, OBI saves time by automating payments from nearly all bank online bill payment services as well as Fiserv's CheckFree website.

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While your staff experiences lower call volume, your customers have the opportunity to experience benefits beyond simple, easy account management at their fingertips. With access to real-time usage data, your customers are empowered to better manage their usage.

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## Payments — SmartHub

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### **Safe and Secure**

SmartHub's bill payment and transaction environment is designed with the latest security features available, giving you and your customers the comfort of knowing any time they pay their bill, the transaction will be safe and sound.

## Service Orders

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Full service order functionality is a necessity for every telecom. From the initial customer contact to the completion of a new service, you can use NISC's Customer Care & Billing (CC&B) solution to efficiently track progress, costs, responsibilities, dates and other key information. Remove the worry that something will be missed along the way with fully integrated, optimized management tools. The flexible and configurable business rules and bundling options will ensure your service order process is consistent and efficient from start to finish.

### **Service Requests**

Track progress, costs, responsibilities, dates and other key information from the creation of the service order to the transition to billing. Ensure customer satisfaction by knowing a request for service is being addressed in a timely and efficient manner.

### **Auto Provisioning**

Make the addition of services painless for your staff and your customers with automatic provisioning. Turn up or turn down services with the simple creation of a service order...and free your CSRs' time for more critical tasks.

### **Service Point Validation**

Reduce the need for truck rolls, and subsequent expenses, by determining service offerings by location. Upsell new services to those who are eligible and reduce the risk of customers being sold a service that isn't available to them.

### **Business Rules**

Streamline your telecom functions and simplify your CSRs' tasks with customizable business rules. Define and audit your specific tiers of programming based on these parameters and iVUE will do the rest.

### **Configurable Bundles**

Eliminate confusion and save CSRs' time by creating super bundles to simplify the entire ordering process. Increase customer satisfaction by establishing choice groups to allow customers to change their service level without having to change their bundle.

### **Bill Estimate**

Allow your CSRs the ability to quickly review the customer's projected costs to help avoid bill shock and explain the differences in bundles. Eliminate customer confusion and clearly communicate the costs associated with their selections.

### **Asset Management**

Maintain full control of your assets with this valuable tool. Track costs and revenue to help you better understand your finances and plan for future expenditures.

### **Work Management with SmartHub Order Management**

Transform your data into a powerful business-building tool. Follow the progress of an assigned task from start to finish and use the information to help better manage your staff and better serve your customers.

### **iVUE AppSuite**

iVUEAppSuite provides convenient access to important customer data and integrated communications tools from a single, smart device. Be able to watch and manage account information from wherever you are, as needed, to make better decisions for your customers.



NISC's Engineering & Operations solutions are designed to help organizations collect, share and transform data into powerful, business-building information. As an integral part of the NISC iVUE Enterprise suite of solutions, Engineering & Operations solutions enables your organization to obtain a solid understanding of the current state of your distribution system in order to maximize networks, assets and resources. Increase communication efficiency and accuracy from the front office to the field as well as to your customers. Through iVUE, your operations team will be empowered to allocate resources more efficiently, improve response times, streamline operations, boost customer engagement – and much more.

## NISC MapWise®

Leverage your data like never before with NISC MapWise. NISC MapWise is an integrated intelligent mapping solution designed to help visualize data – enabling you to find relationships that might not be as easy to connect on a spreadsheet. Fully integrated into iVUE, this mapping solution helps you visually identify trends in your customer information and better gauge various accounting data and how it relates with other variables. In addition to staking and GIS capabilities, NISC MapWise has a team of dedicated professionals who can help ensure your maps are accurate and function well between NISC's Customer Care and Billing solution and NISC's Operations solution.

### Staking

Empower field technicians to quickly, accurately and easily update maps, build up-to-date staking sheets, stake jobs, and also conduct equipment and location maintenance and verify field information – all from a single interface.

### Geographic Information System (GIS)

Having the right tools is key to an efficient work flow. Empower your staff with maps at their fingertips. NISC's GIS allows you to capture, manage, analyze and display your data across the organization.

### Viewer

NISC's map viewers encompass your systems so you can see the 'big picture'. NISC's secure viewers provide multiple, convenient ways to view your maps. Leverage data from a Web browser to a tightly integrated application within all of iVUE.

### GIS Services

GIS accuracy is more important than ever. Our dedicated GIS team offers a full range of options to better manage your GIS. Our services include developing and maintaining a new GIS, helping clean up existing GIS or maintain an existing map.

### iVUE AppSuite

iVUE AppSuite provides access to your maps from a single, smart device. Monitor, manage, assign and work in real-time or in a disconnected state. Access information from wherever you are to make the best decision for your membership and personnel.



**Mobility**

1.2 million to 2.4 million mobile workers...  
**are you ready?**



## NISC User Services System

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With the NISC User Services System, operating your broadband service offerings at peak efficiency and providing true customer care and support of the Internet of Things (IoT) is now a reality. This Auto Configuration Server (ACS) management solution is a powerful, hardware-independent, cloud-based tool built to truly enhance your customers' internet experience and reduce your truck rolls and customer support expense.

With the NISC User Services System, your organization can effectively resolve broadband service interruptions, or even correct them before the customers become aware of an issue, by managing the internet gateway and the devices behind it connecting to your broadband service. The critical component to this solution is your customers' ability to leverage those same tools – view their broadband usage, resolve connectivity issues, manage devices and receive alerts – to help them better understand the services you provide and satisfy their services needs largely on their own.

### **Core ACS Management**

Provision new devices automatically, remotely push firmware updates and securely administer changes to the customer's network to resolve current issues and proactively prevent others. Resolve service interruptions efficiently via the intuitive support dashboard that displays current and historical usage, connected devices diagnostics and WiFi interference; all while offering click-to-fix solutions.

### **Customer Self-Care Functionality**

Empower customers to manage devices, resolve performance issues, set parental controls and administer changes to their home network all from the convenient SmartHub WiFi app.

### **Customer Premise Equipment**

Replace or upgrade customer premise equipment via a simple automated process that clones the personalized settings from the old to the new equipment between different vendors, including extensions to mesh/extender WiFi systems from single gateway origins. Benefit from the proven vendor-agnostic platform that provides a single management solution for xDSL/Fiber/Cable/LTE customer premise equipment.

### **Powerful Reporting Tools**

Support the requirements for Connect America Fund Phase II (CAF-II) or Alternative Connect America Fund reporting that broadband operators can use to satisfy reporting requirements to the FCC.

### **Increase Efficiency and Revenue**

Realize a reduction in operational costs with fewer support calls and more efficient truck rolls. Embrace the opportunity for added revenue with this device and managed WiFi service offering as well as possible equipment upselling such as extenders and other core equipment upgrades.

## Meter Data Management — Analytics and Operations

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NISC's Meter Data Management System (MDMS) is your conduit to a smarter grid. Your AMI data is a valuable resource, and with MDMS you can incorporate this data into your enterprise applications to maximize business efficiency and customer support. Integration with NISC's Engineering & Operations tools enables detailed analytics around transformer loading and line loss at points of interest across your system. Integration with NISC's Customer Care and Billing tools, along with the SmartHub Web and mobile app, allows you to share the same data with both staff and customers, enhancing customer service. Our secure, cloud-based solution is also your key to enabling other smart grid operations and programs like virtual metering, dynamic pricing, prepaid metering and customer education.

### **Custom Data Analysis**

Make your AMI data work for you with NISC's MDMS. Create custom charts and reports that will help you identify areas that you want to monitor, leveraging your AMI data to help you recognize issues before they arise.

### **Operations Analytics**

NISC's Operations Analytics platform can help you reduce the cost of failures and associated equipment replacements. At a glance, you'll be able to proactively identify over-loaded or under-loaded transformers and feeder line loss closer to real-time than ever before.

### **Integrated Outage Management**

With NISC's MDMS receiving outage data from NISC's OMS system, the MDMS is able to provide a more precise estimation of missing interval data. Having outage data reported from the OMS and the AMI system helps fill in possible outage gaps, creating an enhanced enterprise data-sharing process.

### **Virtual Metering**

Virtual Metering unlocks data analytics beyond the limits of traditional meter data analysis. By creating virtual meters, you can combine physical meters into a single virtual meter for totalized analysis or split physical meters into separate virtual meters for individualized analysis.

### **GIS Integration**

Combining GIS circuit data and MDMS interval data, you can configure or re-configure system design, detect and replace failing equipment, or forecast future resource needs, as well as proactively target potential disasters and inefficiencies across your distribution system due to improperly-loaded transformers and feeder line losses.

## Meter Data Management — Data Management

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A big part of utilizing the smart grid to its full potential is leveraging your AMI data not only to judge consumer usage, but to understand how efficiencies can be realized inside of your office. With NISC's MDMS, you'll be able to view your data through customizable reports and graphs that will allow you to determine how effectively your equipment is being utilized. Identify over- and under-loaded transformers and feeder line loss before a possible failure occurs. Get the most out of your data, and your equipment, with MDMS.

### **Integration with AMI Leaders**

Using efficient integration standards common to the utility industry, NISC's MDMS works with the leading AMI hardware vendors for utilities. Connect your AMI system to MDMS using industry standards like MultiSpeak to leverage your AMI data across your organization.

### **Industry Standard Measurement & Verification**

In order to get the most out of your AMI data, it needs to be as accurate as possible. NISC's MDMS scrubs and analyzes your AMI data using a robust and proven measurement and verification process. Use this clean data to proactively identify issues with your system.

## Meter Data Management — Data Management

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### **Data & Theft Protection**

NISC's MDMS, combined with the Cooperative Cloud, will help keep your data safe and secure from disaster scenarios or potential intruders. Our Cooperative Cloud utilizes a distributed, fault-tolerant environment that adheres to the highest possible security standards.

### **The Cooperative Cloud**

Access your AMI data anytime, anywhere with NISC's MDMS. With NISC's Cooperative Cloud, all you need is a Web browser for secure access to your AMI data, and with a single sign-on, you'll have access to all of your iVUE data as well.

## Meter Data Management — Presentment and Programs

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NISC's Meter Data Management System (MDMS) will put you and your customers in perfect harmony. With NISC's MDMS and SmartHub Web and mobile customer presentment tool, you can educate your customers about their energy use, drastically reducing customer support issues. Help your customers better manage their use by using MDMS to enable the launch of dynamic pricing and energy efficiency programs.

### **Web and Mobile Customer Presentment**

MDMS integrates with NISC's SmartHub for exceptional customer presentment. With NISC's MDMS and SmartHub, your customers will be able to view their meter data anywhere, anytime on a mobile phone, tablet or Web browser.

### **Enhanced Customer Service**

Through integration with NISC's Customer Care & Billing solution, your employees and your customers will have access to the same usage data. This creates a better customer connection and leads to enhanced customer support.

### **Dynamic Pricing Programs**

With NISC's MDMS, you'll have flexibility with your billing and pricing processes. Enable dynamic pricing programs, like critical peak pricing or time-of-use billing, along with prepaid metering programs, that give your customers flexibility in how and when they pay.

### **Efficiency Programs**

With enhanced meter data comes better and more effective consumer education. MDMS will help you not only launch energy efficiency programs, but help you show your customers the value of participating in these programs.

### **Multi-Tenant Resource Management**

Let NISC's MDMS help prepare your organization for the future. With MDMS, you'll be able to use your meter data to enable, view and manage renewable and other energy resources through a simple, multi-tenant resource management design.

## Operational Efficiencies

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The key to running a successful engineering & operations department is ensuring all aspects are streamlined and on point. From the office to the field to tracking resources to better managing personnel – it's important to ensure every cog in the operation is working as efficiently as possible. Learn how several of these tools work together, leveraging iVUE's unique enterprise suite of solutions to increase your staff's mobility, knowledge base, and communications as well as improve customer engagement all while making day-to-day tasks easier, faster and paperless.

### **NISC SmartTrack®**

Efficiently allocate resources to plan and execute work more productively and ensure customer satisfaction by viewing your people and resources from color-coded screens and maps. Simplify dispatch activities, manage workforce and improve customer service through one-click access.

## Operational Efficiencies

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### **NISC CallCapture**

Improve communication, interact effectively with customers and quickly receive payments, outage information and more from a single, integrated interactive voice response (IVR) solution. NISC's CallCapture helps you boost productivity, communicate effectively, provide faster restoration, stay better informed and increase cash flow.

### **Mobile WorkForce**

Ensure accuracy, enhance fuel efficiency, and reduce training times while saving time and increasing productivity through a single solution. Mobile WorkForce empowers crews by eliminating paperwork because service orders and staking sheets are assigned, retrieved, worked and posted electronically.

### **Work Management**

Effectively manage workforce, simplify dispatch activities, improve customer service, save time, gain accuracy and ensure a better understanding of your organization's functions. Work Management is a powerful tool allowing you to customize operations based upon your organization's unique needs.

### **iVUE AppSuite**

iVUE AppSuite provides convenient access to important data and integrated communications tools from a single, smart device. Be able to watch, manage and work events from wherever you are, as they occur, to make better decisions for your membership.

### **NISC SwitchTalk<sup>2®</sup>**

Tightly integrated into Customer Care and Billing, SwitchTalk<sup>2</sup> efficiently provisions services to increase productivity and ensure customer satisfaction. Automated provisioning features are leveraged to maintain more services and auditing features allow for revenue assurance.

### **Document Vault**

Create image files in the field or reference digital files of service orders, work orders, and then index, archive, retrieve and send the images electronically as needed through this integrated solution within the iVUE Enterprise.

### **NISC Operations Analytics**

Aggregate data from multiple sources, create reports and models and make better-informed operational decisions using real hourly AMI data. NISC Operations Analytics' integrated platform provides users with an increased capacity to provide better service to members, better savings in their operations and better management of their electrical grid.

## Plant Management

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It's important to always put the customer's needs first. The solutions that encompass Plant Management serve as the backbone of your operations department. These tools are designed to streamline and better connect you to your customers. Whether provisioning services or ensuring customers are up-to-date at any time, operations' processes become efficient and easier for your telecommunications staff. Leverage communications in ways never before between office personnel and field crews while being ahead of any service issues that may arise allowing your telecom to provide the very best customer service that your customers depend on.

### **Facility Management**

Facility Management serves as your telecom's foundation allowing you to quickly and efficiently set up and track network and plant information, therefore maximizing your response to new customers, service related issues and automated provisioning – while avoiding overselling your network capacity.

### **Trouble Management**

Trouble Management allows you to dispatch technicians quickly and with all the information they need to resolve service issues and ensure customer satisfaction. In times of trouble, the ability to collect the right data quickly and react accordingly is imperative.

## Plant Management

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### **Work Management**

Effectively manage workforce, simplify dispatch activities, improve customer service, save time, gain accuracy and ensure a better understanding of your organization's functions. Work Management is a powerful tool allowing you to customize operations based upon your organization's unique needs.

### **NISC SwitchTalk<sup>2</sup>**

Integrated into Customer Care and Billing, SwitchTalk<sup>2</sup> provisions services to increase productivity and ensure customer satisfaction. Automated provisioning features are leveraged to maintain more services and auditing features allow for revenue assurance.

### **iVUE AppSuite**

iVUE AppSuite provides convenient access to important data and integrated communications tools from a single, smart device. Be able to watch, manage and work events from wherever you are, as they occur, to make better decisions for your customers.

### **Document Vault**

Create image files in the field or reference digital files of service orders, work orders, and then index, archive, retrieve and send the images electronically as needed through this integrated solution within the iVUE Enterprise.

### **Mobile WorkForce**

Ensure accuracy, enhance fuel efficiency, and reduce training times while saving time and increasing productivity through a single solution. Streamline field crews' processes by eliminating paperwork because service orders and trouble tickets are assigned, retrieved, worked and posted electronically.

### **Contact Tracking**

Record and track contact with customers and non-customers, eliminating messy, time-consuming manual phone and customer contact logs. Each contact event tracks the initiator, date, time, elapsed time, and specific remarks and/or solutions.

## Outage Management

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Service outages may be an infrequent occurrence for the utility industry – and being prepared in the way you handle them can make the difference between a happy or an irate customer. With NISC's Outage Management System your utility is able to respond quickly and efficiently to both minor and severe outage situations. In times of outage, the ability to collect the right data quickly and communicate it accurately is imperative. NISC's Outage Management System features a GIS interface allowing you to work directly from the map as well as leverage the tight integration with AMI and SCADA solutions. With apps, managing an outage has never been easier. By providing operations personnel an accurate, visual display of the location of outages and crews, everyone is informed of the situation and able to do their part to help your customers.

### **Outage Management**

Outage Management System enables your organization to respond quickly and efficiently to outage situations, predict outages and create detailed outage history records. Leverage better communications with OMS maps. From the customer-facing map to the OMS Web client, never miss a beat.

### **iVUE AppSuite**

iVUE AppSuite provides access to OMS from a single, smart device. Monitor, manage, assign and work outage events in real-time. Quickly access information from wherever you are to make the best decision for your membership and personnel.

### **NISC CallCapture**

Improve communication, interact with customers and quickly receive outage information, payments and more from a single, integrated interactive voice response (IVR) solution. NISC's CallCapture helps increase productivity, communicate effectively, provide faster restoration, stay informed and increase cash flow.

### **SmartHub**

SmartHub provides convenient account access and two-way communication to utility customers online or via a mobile device. Your member/customers can notify you of power outages and in turn, you can provide customers pertinent information in real-time.

# Technical Services

All of NISC's offerings are backed by industry-leading service and support that focuses on your specific needs. NISC provides comprehensive services to help you analyze your business challenges, configure, implement and maintain your system, integrate with your existing network and train your staff on system administration functions. We also offer a variety of services to help you back up your data, maintain business continuity in the face of a disaster as well as secure and protect your critical and sensitive information.

## Data Protection Services

The backbone of your company quite simply is the data it maintains. Whether it is your customers' personal information or your last month's billing, you need to ensure this information is not only backed up but also secure. In the event of a natural disaster or a massive system failure, you need to be confident that this core data, imperative to your business's operations, is completely replicated and accessible. Host your information with NISC, your trusted IT partner, and rest assured it will be there when you need it. Our services are highly secure with encryption and strict authentication, cost effective and constantly accessible via the Web.

### Disaster Recovery

Protect, store and access your core iVUE data remotely in the time of a crisis...All you need is an internet connection and PC. This service offers a comprehensive, reliable and timely recovery from a hosted location away from your office, securely. Ensure business continuity with the smallest requirements and protect your valuable data.

### Data Replication Service

Maintain an offsite copy of your data with NISC for added assurance and trust that your data is secure and accessible anywhere. Flexible and cost-effective, it can further complement the Disaster Recovery service and protect your valuable data on any Windows®, Linux® or Mac OS® X based systems.

### Secure Sockets Layer

Eliminate the time spent managing your SSL certificates so you can focus more on critical tasks. Allow NISC, a Symantec™ partner, to purchase and renew your VeriSign®, thawte™ and GeoTrust® branded certificates – all while you enjoy discount savings from the published retail prices.



## Document Management

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NISC offers a number of services to help streamline the processes in your organization from the front office to the back office to the Board Room. One area often overlooked is the paper trail itself. Quite often there is a backlog for filing or a stack of critical documents that have yet to be routed to the correct department. This is not only extremely inefficient, it also leaves open the possibility of important documentation getting lost along the way. NISC has created fully integrated products to address the issues large quantities of documentation can present. Scan, share and search your archived information from a single point.

### **Document Vault**

Create digital replicas of all documentation and then index, archive, retrieve and send the images electronically as needed through this integrated solution within the iVUE Enterprise.

### **CalltoOrder®**

Eliminate the need for photocopying and mailing books prior to a Board meeting and streamline the document collection process. Collect, revise and archive all meeting items in a simple-to-use app for smart devices.

## Technical Services

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NISC provides a full range of technical services and support to assist you with analysis, implementation and maintenance to keep your IT infrastructure operating at its most efficient levels. Our highly experienced staff will be with you every step of the way from selecting the best system configuration to installation to testing. We will assist you with tuning, diagnostics and other system administrative support needs you may have, meaning our service doesn't stop after the sale. NISC provides best-in-class solutions for all your IT requirements and has entered into strategic partnerships with a number of other industry-leading companies to ensure effective and efficient day-to-day operations.

### **Networking**

Configure your LAN, WAN or VPN with confidence knowing the staff at NISC is highly qualified and well-educated on the best methods to analyze, implement and maintain your networks. The Technical Services staff can assist you with your initial installation, as well as your day-to-day operations, network analysis and special needs assessment.

### **Hardware & Software**

Ensure dependability, flexibility and upgradability to meet your industry's changing needs. NISC offers best-in-class hardware and software for any IT budget and is a certified Dell® reseller. Strategic partnerships have been formed with a number of third-party providers, taking the power of iVUE further through integration.

### **Application Service Provider**

Take your information technology requirements outside the box and into a new business environment built around the internet. Host your network and advanced server systems with us and worry no more about system administration, equipment purchasing or software licensing. Leave the management, maintenance and back up to NISC's IT professionals.

### **Cooperative Cloud**

Embrace the efficiencies (and freedom) the Cloud can bring. As you collect more and more data, the ability to effectively store, and access, that information is imperative. Maximize your productivity and reduce costs while increasing accessibility to your staff.





Empower your customers to manage their accounts with SmartHub,



Give customers control over their energy efficiency and savings by

Give your customers the freedom to add, adjust and upgrade existing services and packages, all from SmartHub. With SmartHub



## Empowerment Tools

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### **Stay Mobile**

SmartHub provides users the convenience of both a website and mobile app to easily manage payments, notify customer service of account and service issues, check use, billing history and bill prints, as well as receive special messaging from you.

### **Monitor Usage**

Customers can monitor their wireless and broadband usage easily through SmartHub. More importantly, you can help your customers avoid overage charges by sending out automated alerts (based on usage thresholds that you set) when they near or exceed their usage allowance.

### **Bill Payment Options**

Customers can use SmartHub to pay their bill in a variety of ways, including one-time payments, automatic recurring payments, and scheduled payments. SmartHub also provides the option to pay by check or credit card.

### **iVUE Integration**

Prepaid is fully integrated into iVUE Enterprise suite and uses AMI metering's interval readings to provide a daily, pro-rated billing option that automatically reduces the credit balance of the consumer as they use power.

### **Choose Your Notification Methods**

SmartHub integrates with Messenger, NISC's communications hub, to provide customers the option to receive notifications from your organization in the method they prefer, whether via emails, texts, letters or mobile push notifications.

### **Monitor Use**

Customers can monitor usage in SmartHub. Prepaid customers can opt in to receive email, text or phone call alerts if their balance becomes low.

### **Convenient Prepayment Methods**

Prepaid customers have various options to conveniently make a payment without visiting your office, including SmartHub Web or mobile app, payment kiosk or IVR, our phone payment system. Service continues as long as there is a positive balance, and consumers appreciate that there are no unexpected bills arriving at the end of the month.

### **SmartHub Web and Mobile**

Provides convenient account access to your customers via Android and iOS smartphones and tablets as well as through the Web. Customers can check account balances, pay their bill and sign up for automatic, recurring payments, receive notifications of service issues, check usage and receive special messages from you.

### **SmartHub Order Management**

Provides customers the option to manage existing services as well as add and upgrade packages 24/7. New customers can shop and compare traditional services, wireless plans and devices, as well as sign up and purchase on the spot. This SmartHub-based solution markets services based on service location.

## Engagement Tools

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Today's customers appreciate choice and convenience. NISC's Engagement Tools will help you easily and efficiently control your messaging and stay connected with your customers, while your customers can choose how they would like to receive communication from your organization. For those customers who prefer to receive traditional printed bills and notifications, NISC can help you quickly and cost-effectively mail custom statements, notices, letters and patronage checks to your customers. Choice and convenience – always a good thing.

### **Send Custom Notifications**

Messenger is the central hub for communications between you and your customers. You have the power to enable and manage events from lists you generate in CC&B, then connect with customers based on their preferred communication channels, including text messages, emails, letters, push notifications and phone calls.

### **Save Time on Printed Communication**

Let iVUE Automated Mailroom Services (AMS) handle the time-consuming administrative tasks associated with printing, sorting and mailing statements, notices and letters to your customers.

### **Customer Account Management**

Stay in contact with your customers with SmartHub, NISC's online billing and payment presentment program. In SmartHub, customers can make payments, view billing and payment history, monitor use, report service issues and more.

### **Minimize Communication Interruptions**

Messenger features a user-friendly dashboard and history to monitor your messages periodically and minimize delivery interruptions.

### **Marketing Via SmartHub**

SmartHub Marketing gives your organization the ability to upload clickable advertisements on your SmartHub website. Ads are displayed on the left and bottom of each page in SmartHub, and can link directly to a specific webpage.

### **Save Money on Printed Communication**

With iVUE AMS, there's no need to invest in and maintain expensive printing and mailing equipment or develop expertise in statement design and postal regulations. AMS allows you to send appealing statements to your customers at the lowest possible first-class postage rate.

### **Customize SmartHub**

Engage your customers through SmartHub by tailoring your site. Custom Quick Links could include tools, features and important information from your organization's website. Alerts can be used to display important notices to all SmartHub users. SmartHub also gives you the option to integrate your organization's social media platforms, including Facebook, Twitter and Google Plus.

### **Quality Color Statements**

Pump up your billing statements with iVUE AMS. With flexible parameters and message centers, AMS allows you to create an appealing, full color statement.

### **Automated Mailroom Services (AMS)**

NISC's AMS is your one-stop-shop for printing and delivery of your billing statements, inserts and postcards. Your customers benefit from full color statements that help them to better understand their charges and allow you to communicate information to them. Powered by ActivTrace, we can track your statements from the time they get mailed to delivery.

### **SmartHub Web and Mobile**

Provides convenient account access to your customers via Android and iOS smartphones and tablets as well as through the Web. Customers can check account balances, pay their bill and sign up for automatic, recurring payments, receive notifications of service issues, check usage and receive special messages from you.

## Meeting Tools

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NISC's Meeting Tools have been developed with the express purpose of providing our Members as much convenience and efficiency as possible when it comes to planning for and executing annual, board of director and other meetings. Our software tools allow you to organize and securely send board meeting materials electronically, as well as make revisions that your board members can view instantly. When it comes time for your annual meeting, NISC can help streamline and enhance your registration process. Check in your attendees electronically, track registration numbers and voting eligibility, and automatically integrate it all into NISC's Customer Care & Billing solution (CC&B).

### **Manage Meeting Documents**

CalltoOrder is an electronic meeting app that simplifies the creation and dissemination of board of director and other meeting materials. CalltoOrder is an iPad application that provides secure access to meeting agendas, documents and reference materials.

### **Mobility**

With CalltoOrder, once you've created and uploaded PDF files that comprise your meeting packet, meeting participants equipped with an Apple iPad can access materials, highlight text and make notations. With options to store reference materials as well as search, email and print meeting documents, your directors and other meeting participants will have what they need, when and how they need it.

### **Facilitate Annual Meeting Registration**

iVUE AppSuite's Annual Meeting feature gives you the ability to register attendees, determine voting eligibility, and track whether you've reached a quorum. iVUE AppSuite is a tool that empowers your organization's staff to access important data and critical information from a single, smart device.

### **Simple and Configurable**

With CalltoOrder, meeting attendees can easily review the flow of the meeting while accessing relevant documentation with the tap of a finger. You can modify the app's appearance to match the branding of your organization.

### **Online Voting**

NISC's SmartHub Web and mobile app seamlessly integrates with Survey & Ballot Systems (SBS), which allows members to cast votes online.

### **Storage Space**

With CalltoOrder, you can add up to two additional sections for reference materials such as policies, legal documents, contact information, travel documents, etc. Thanks to the NISC Cloud, you can securely store anything you need and download as you need it.

### **Security and Backup**

With CalltoOrder, meeting documents stay safe and secure. Documents reside on the iPads until you decide to delete them, but they are always kept in the NISC Cooperative Cloud for future download or reference.

### **CC&B Integration**

The Annual Meeting App seamlessly integrates with CC&B, where information is stored for historical tracking.

### **CalltoOrder**

Eliminate the need for photocopying and mailing books prior to a board meeting and streamline the document collection process. Collect, revise and archive all meeting items in a simple-to-use app for smart devices.

NISC's iVUE Enterprise System is a powerful tool, but the way it's utilized can increase that power exponentially. With iVUE Connect, you'll be able to take iVUE to the next level. Designed to work the way you work, iVUE Connect's role-based setup helps you access the information you need quickly, leading to faster resolutions and more efficient daily operations. An additive to NISC's iVUE Enterprise System, iVUE Connect is module-based, allowing you to add functionality for different personas within your organization quickly and easily.

## **iVUE Connect – Service**

The first module available for the iVUE Connect platform. The iVUE Connect – Service module is designed for customer service, allowing you to help customers quickly and efficiently. With important customer information front and center – including current outages, billing data, notes on customer interactions, analytics and a dynamic search – the iVUE Connect – Service module is designed for information to be retrieved quickly in a variety of ways. Enhance your customer connection with iVUE Connect – Service.

## **Anytime, Anywhere**

iVUE Connect is not only designed to work the way you work, but to work where you work. As long as you have an internet connection, you'll be able to access iVUE Connect.

## **Role Based**

iVUE Connect is designed to work the way you work, closely matching the roles within our Member organizations. The software is designed to present the most important information to you up front to help you quickly and easily solve challenges and get work done.

## **No Implementation**

iVUE Connect is an additive solution, which means it takes advantage of the iVUE data you already have and doesn't require a full implementation to get started.

## **Easy-to-Learn**

Based on a thorough usability study of NISC Members' business processes, iVUE Connect is designed to allow users to jump right into the solution without a lot of training. The solution is intuitive, helping users find and access the right information fast.

## **Seamless**

iVUE Connect allows for seamless transition between tasks. Whether it's checking for outage information, helping a customer pay their bill or logging a customer contact, information is easily accessible in one place.

## **Utility Broadband**

NISC has launched iVUE Connect with broadband functionality to help those utilities deploying broadband to help the underserved in their area. Learn how iVUE Connect can simplify the broadband project for utility Members.

# Cybersecurity Services

NISC's iVUE Enterprise System is a powerful tool, but the way it's utilized can increase that power exponentially. With iVUE, NISC's solutions leverage operational data to help you run your organization more efficiently and serve your customers more effectively, but what is your organization doing to protect its vital information and sensitive systems from a cyberattack? You can no longer assume it will not happen to you. The unfortunate reality is that it no longer is a question of if you will be attacked but when as we all face multiple threats daily. The negative consequences of a data breach or other security incident can go beyond monetary losses, impacting your reputation and customers' trust. NISC's Cybersecurity Services can help you protect your organization from attack by training your employees, scanning for vulnerabilities, protecting your perimeter and detecting intrusions.

## Education

Unfortunately, people are often the weakest link in an organization's security and are seen as an easy way into your network by attackers. Give your staff the education and awareness they need to identify, report and avoid social engineering and other attacks with NISC CyberAcademy. Learn how to implement best practices to secure your organization's information and systems – And transform your people from an easy target to a strong first line of defense.

### Online Security Awareness Training

Educate your staff on security issues so they can effectively be your organization's first line of defense. This training is fully interactive and hosted using the KnowBe4 portal.

### Social Engineering Testing

Test and measure your employees' ability to recognize phishing attempts and not fall victim to the ever-evolving tactics.

## Incident Detection & Response

NISC is working with security industry leader Rapid7 to provide NISC CyberDetect to Members. Powered by Rapid7's Insight IDR, NISC CyberDetect is a fully-managed and monitored service designed to detect threats and respond immediately.

### 24/7 Managed and Monitored Service

Detect and investigate threats combining SIEM, behavior analytics, endpoint detection, incident detection and incident response.

### Intruder Detection

Leverage attacker and user analytics as well as machine learning to detect intruders in a system by looking for actions indicating compromised credentials, unauthorized network traffic and malware.

## Endpoint Protection

NISC CyberProtect, powered by CylanceProtect®, is a next generation endpoint protection solution coupled with 24/7 monitoring. Stop attackers from utilizing malware and other unwanted applications to attack and exploit vulnerabilities in your systems.

### Advanced Endpoint Protection

Block virus and malware attacks before they execute by targeting behavioral patterns of threatening applications, managed and monitored 24/7.

### Scalability

Grow your protection as your number of devices grow.



## Perimeter Defense

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A firewall is the cornerstone of your perimeter defense, but it must be maintained to be effective. The days of installing a firewall and moving to the next project are long gone. There are essential updates, patches and other maintenance that needs to occur for it to be operational and effective. With NISC's Firewall as a Service (FaaS) offering, allow the NISC security experts to set up, update, maintain and back up your firewall, ensuring you are operating at max effectiveness – And free up your IT staff's time for other important tasks. NISC CyberDefense will take the essential firewall management to the Cloud and off your mind.

### **Firewall Management**

Build a complex perimeter defense featuring firewall hardware, security technology and other managed services. NISC offers both a traditional managed firewall as well as Firewall as a Service.

### **Comprehensive Report Monitoring**

Monitoring of firewall reports is imperative to ensure your perimeter is secure. NISC will not only review the reports, they'll also notify you of attempted unauthorized access.

## Vulnerability Management

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NISC CyberScan, powered by Rapid7's NEXPOSE, makes vulnerability management less labor intensive and more effective, thus reducing your risk.

### **Continuous Vulnerability Management**

Manage your risks by harnessing the power of advanced scanning, reporting, tracking and risk scoring.

### **Comprehensive Report Monitoring**

Monitoring of firewall reports is imperative to ensure your perimeter is secure. NISC will not only review the reports, they'll also notify you of attempted unauthorized access.



NISC's iVUE AppSuite empowers your organization's staff to access important data and critical information from a single, smart device. Whether you work in Accounting, Customer Care and Billing, Operations or System Administration, iVUE AppSuite has your processes covered. Being able to work in a connected or a disconnected environment is necessary to getting your job done in a timely, efficient manner. Experience the power of harnessing iVUE from a tablet or smartphone. Learn how iVUE AppSuite can meet your needs today and assist into tomorrow, helping you with your jobs, wherever you are located.

## iVUE Mosaic

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Business Intelligence turns data into actionable information. With iVUE Mosaic, you have the tools and technology to combine and analyze data from a variety of systems, allowing you to make more informed business decisions and achieve your organizational goals. iVUE Mosaic is a cloud-based solution and is accessible from the browser on any computer or mobile device, meaning you have access to your critical data anytime, anywhere, with just an internet connection.

The standard visualizations help you quickly understand what your data is telling you while the ability to drill into the underlying report allows you to investigate further with just a few clicks. Add the ability to import data from additional sources to create your own visualizations and you can begin to see connections you never noticed before.

Today's organizations are faced with an opportunity to improve processes and identify trends like never before. With iVUE Mosaic, you are able to be more strategic by leveraging enterprise data to create meaningful connections for your organization. Insight into your data can be aligned and customized based on roles in the organization, helping them to be empowered and make informed business decisions. From board members to operations, employees are able to see the big picture with iVUE Mosaic.

### **Contextual Insights**

iVUE Mosaic isn't simply a tool. It is an enterprise solution that tightly integrates customer care, financial and operational data providing contextual insights into your data. With iVUE Mosaic, you can quickly and easily see trends in your data or identify anomalies that require investigation, allowing you to make more informed business decisions.

### **Information at Your Fingertips**

The intuitive, easy-to-use interface allows you to select from a library of more than 300 standard reports or easily create your own visualization to provide you access to the information you want with just a few clicks. Share content with other NISC Members and collaborate to find the solution that best meets your organization's needs. Customize your portal to display the information relevant to you and use the new Data Source Explorer to assist with finding the right table when creating new content.

### **Cloud Based**

iVUE Mosaic is a Cloud-based solution, eliminating the need to install additional hardware or software on site. Accessible from browsers on any internet-connected device from smartphone to desktop, iVUE Mosaic is available when and where you need it.

### **Multiple Data Sources**

Using iVUE Mosaic, data can be pulled from many sources. Whether accessing information from iVUE, the Cooperative Cloud or a third-party data source, being able to consolidate and transform data into information has never been easier.

NISC's Automated Mailroom Services (AMS) allows you to quickly and cost-effectively mail custom statements, notices, letters and postcards to your customers. Fully integrated with our iVUE applications, there's no need for expertise in statement design or postal regulations, which frees up time for you to address other areas of responsibility and saves money on printing and mailing equipment. AMS handles all your mailing operations at the lowest possible first-class postage rate, helping you meet your needs and most importantly the needs of your customers. AMS prints more than 9 million custom-tailored statements and invoices each month – with near 100 percent integrity – that will help you save time, improve customer service and reduce mailing related expenses.



## **Full Color**

With AMS, you don't have to settle for a boring bill. Print and mail custom statements, notices and more in full color. Your bills, postcards or other mailings can include visually-appealing graphical usage information, stand-out urgent messages and color photographs.

## **Selective Inserts**

Give your customers the information they need by including additional selective inserts with every mailing. These inserts can include your newsletter, advertisements for efficiency programs or other services or even notices for events or upcoming meetings.

## **Custom Postcards**

Are you having a planned outage? Need to send a crew to trim some trees? No need to print and mail a full printed letter. Reduce the cost of these mailings by sending customized, full-color postcards to help notify your customers of upcoming services, programs and promotions.

## **ActivTrace**

With NISC's ActivTrace, our custom mail tracking and reporting software, you'll know exactly when your mailings were shipped, where your mail is located and when it's delivered, helping reduce customer service and billing issues.

iGEAR, an NISC company, offers a large selection of customizable promotional items for all your marketing, event planning and professional needs. Whether you're searching for member or employee Christmas gifts, logoed clothing for your staff, recognition items for your service and safety award programs, annual meeting gifts or custom logo products for your next company outing, iGEAR is sure to have quality products that fit your needs at cooperative prices. Visit us at [igear.coop](http://igear.coop).



- Personalized Team and Corporate Apparel
- Screen Printing and In-House Embroidery
- Annual Meeting Gifts and Service Award Programs
- Leading-Edge Promotional Products
- Flame Resistant Clothing

Capturis, an NISC company, provides multi-site companies with a utility information management service that offers utility bill payment administration, utility consumption and cost tracking as well as utility information services via the internet. Capturis processes and pays your utility bills prioritized by due date. By adopting our First Due, First Through<sup>®</sup> standard, Capturis achieves a higher level of on-time payments, thus reducing your late fees and the potential for disconnection of service. At Capturis, our primary concern is paying your utility bills timely and accurately...And First Due, First Through is the process that sets our service apart from the rest.



Capturis gathers the necessary energy information needed to make sound business decisions in a powerful, user-friendly database-reporting tool available online.

Capturis features:

- 100% Data Capture
- Facility Benchmarking
- Utility Expense Budgeting
- Cost and Usage Forecasting
- Award Winning Service
- 85% + Electronic Payments to Vendors

Visit our site at [capturis.com](http://capturis.com).

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## National Information Solutions Cooperative®

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### Austin

1705 S. Capital of Texas Highway  
Austin, TX 78746

### Blacksburg

820 University City Blvd.  
Blacksburg, VA 24060

### Cedar Rapids

8801 Prairie View Lane, SW  
Cedar Rapids, IA 52404

### Lake Saint Louis

One Innovation Circle  
Lake Saint Louis, MO 63367

### Mandan

3131 Technology Drive NW  
Mandan, ND 58554

### Shawano

1380 County Highway B  
Shawano, WI 54166



We are pleased to assist with any inquiries you may have about NISC's advanced iVUE suite of solutions, services and support. Please visit **[www.NISC.coop](http://www.NISC.coop)**, call **866.999.6472** or drop us an email at **[telecomsales@nisc.coop](mailto:telecomsales@nisc.coop)** or **[utilitysales@nisc.coop](mailto:utilitysales@nisc.coop)**.

