EDIFICE™ Virtual Clerk

Virtual Clerk

- Extends Your Office Hours

- Offers Convenient Access 7/24/365

- Alleviates Customers' Routine Information Requests

- Reduces Paper Usage

- Saves Staff Time & Resources

- Reduces Your Carbon Footprint
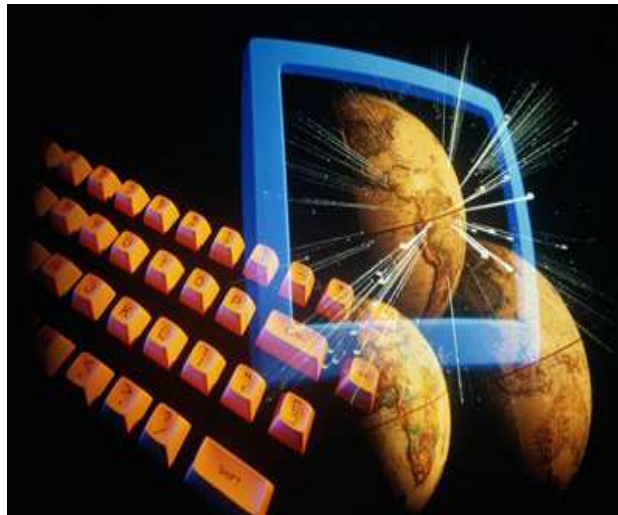
EASY DATA ACCESS

Access to account information is done through the use of account identification and a PIN, which insures that the data is secure as well as easy to access by your utility customers.

LOW COST DEPLOYMENT

Virtual Clerk's creative design alleviates the need to have a database resident on the host website which makes the implementation far more cost effective and less complex for the utility district to deploy and to manage.

SIMPLE INTEGRATION

Virtual Clerk utilizes state-of-the-art technology to create a seamless, but simple integration between your existing website and the EDIFICE Utility Management System.

Virtual Clerk Provides 7/24/365 Access

Virtual Clerk™ is an exciting service offering for the utility marketplace. Virtual Clerk utilizes the power of the Internet to connect utilities closer to their customers than ever before. Using the web and a browser, individuals can access data from virtually any place in the world without having to pick up the phone or visit your office, 7 days a week, 24 hours a day. Information such as payments, charges, account history, usages and other vital information can now be accessed by your customers without the need for expensive IT infrastructure. Virtual Clerk allows today's utility to service customers at the highest levels and allows valuable staff resources to focus on other important tasks instead of answering repetitive questions.

State-of-the Art Technology

Virtual Clerk utilizes state-of-the-art technology to create a seamless, but simple integration with your existing EDIFICE utility management system. Virtual Clerk moves data at a scheduled time or on demand from your server and puts it on the web by creating an XML island. This minimizes the IT infrastructure requirements yet provides a robust and feature-rich user experience.

Customizable

Unlike other types of web services that simply allow static access to brochure like information, Virtual Clerk has the ability to create and manage personalized custom views of data for different types of utility customers. Virtual Clerk can maintain special views with key information for data intensive customers like commercial accounts, while providing a more simplistic view for the residential users. These different views help utilities serve the specific needs of diverse customer groups without the need of maintaining multiple web sites. It can even provide an avenue of revenue generation through subscriptions and charges for these specialty data views.

Northern Data Systems