



# Mobile Customer Access

**Mobile Customer Access (MCA)** provides utility customers with access to many features including payment arrangement balances, programs they are enrolled in, enhanced usage graphs. **MCA** allows the customer to sign up for notifications, report outages, view the utility outage map (if available), and view a message from the utility as they log into the app. Customers can even log into the application with a touch of their finger or facial recognition by setting up biometric login.

## Empower Customers

Utility customers now have secure access 24/7 to their information. Customers can now view a wealth of information on their mobile device including base account information, current and past due balances, make a payment, view past statements and payments, and view consumption history in both grid and graph form.

## Easy to Use

While this is a very high-tech module, the application on the phone is easy to install. There is a simple and intuitive registration process and login screen. Once completed, navigation is straight forward and easy to follow. Many of the screens are a one button operation.

## Seamless Integration

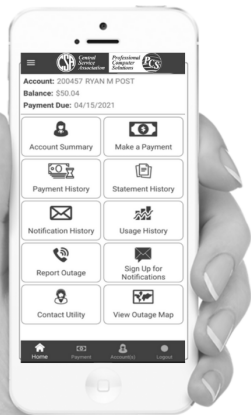
**PCS Mobile Customer Access** is a "cloud" application seamlessly integrated with the utility customer information providing real-time access for the customer. There is no need to generate an interface file or copy data to a third-party solution. An example of this is when a payment is made, it is instantly posted to the account. There is no extra work for the customer or the utility staff.

## Hosted Solution and Scalable

The hosting center is managed by PCS IT specialists trained in the latest hosting, security, and administration practices. Much like the web portal **Utilit-e Online**, the application is scalable to any size of utility no matter if the utility has ten customers or ten thousand.

## Build the Utility Brand

**PCS Mobile Customer Access** allows the utility to build on the utility brand by allowing the application to take on the look and feel of the utility logo, color splash screen, etc.



## Key Features & Benefits

- Seamless integration with **Utilit-e Connect** CIS and messaging applications
- Designed to incorporate the utility brand
- Utility can provide customer service 24-hours a day
- No major hardware investments to make
- No technology to manage
- Available on all mobile platforms
- Integrated with PCS **Prepay**



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