NORTH|STAR™

UTILITIES SOLUTIONS

Technical Services

844-888-9904
info@northstarutilities.com
www.northstarutilities.com

Technical Services

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NorthStar has years of experience assisting our customers in setting up and maintaining stable, reliable, and efficient technical environments. Through implementing hundreds of utility-specific systems, NorthStar is uniquely qualified to offer comprehensive technical services that will help you minimize costs and maximize the performance of your IT resources. Working with our technical team helps identify requirements and challenges, provides insights, and lays the foundation for a successful approach to outsourcing critical technical activities. NorthStar reviews and makes recommendations to maximize the value of the partnership. These services may pertain to the NorthStar Application Server, NorthStar MS SQL Database Server, hardware, operating systems, and database systems.

Technical Services

Key Components of NorthStar's Technical Services

Routine data archiving, purging, and maintenance

Backup and distaster recovery protocols

Security updates and patching activities

Performance configurations and tasks

Audits and recommendations

The NorthStar people treat you almost as if you're part of a family. They genuinely want to know whether things are working for you and how they're working. NorthStar is now the standard by which I judge other software providers. Even after 10 years, they still call me every so often to look for my feedback.

Al Kaufmann
 Executive VP, Corporate Services
New Braunfels Utilities, New Braunfels TX

With NorthStar Technical Resources, You Can

- Free up key resources to focus on other priority activities.
- Protect against security threats with the latest updates and patches.
- Maximize critical system performance through regular maintenance
- Reduce costs associated with unnecessary hardware and software purchases by leveraging existing resources.
- Improve business intelligence accuracy to improve decision-making.
- Formulate a future-proofed technology strategy to address both current and future requirements.

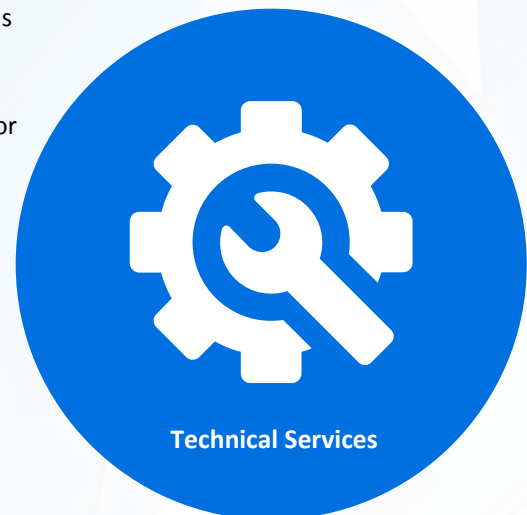# Choose the Level That's Right for You

NorthStar's Technical Services come in Bronze, Silver, and Gold level packages so that you can select what works best for your team. Services can be scheduled to run weekly, monthly, or annually based on your needs, and with each level, you'll have the NorthStar team assisting you in maintaining your systems and securing your data. With NorthStar Technical Services, you'll reduce costs, relieve any additional stress placed on your IT staff, and maximize the performance of your critical systems.

We're focused on helping modern utilities leverage technology to automate operations and deliver consistent customer experiences across every touchpoint. For utilities who invest in today for tomorrow, NorthStar offers affordable and modular solutions that scale as your organization's needs evolve.

NorthStar CIS may be optionally enhanced with value-added modules for mobile workforce management, consumer engagement, and business intelligence. Each integrates seamlessly with NorthStar CIS to deliver exceptional customer service experiences.

Customer Experience Is at the Heart of Everything We Do.

Customer Information & Billing, Workforce Management, Customer Engagement, Managed Detection & Response, and Managed Cloud Hosting

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