

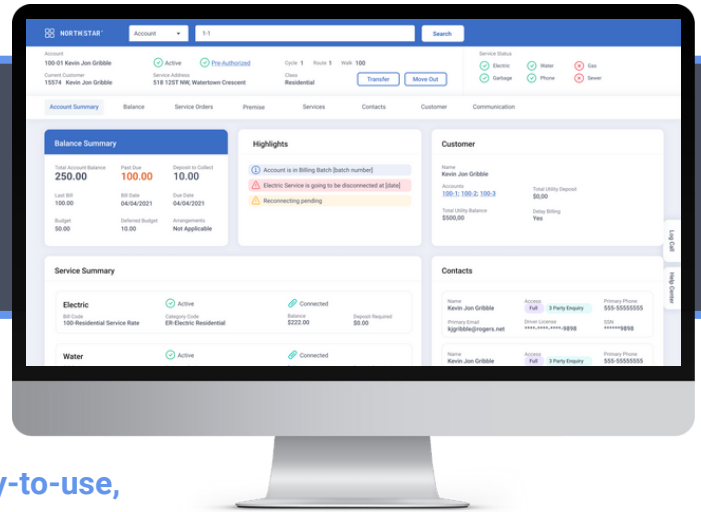
NORTHSTAR™

UTILITIES SOLUTIONS

Serve more of your community in less time with...

CSR7

CUSTOMER INFORMATION SYSTEM



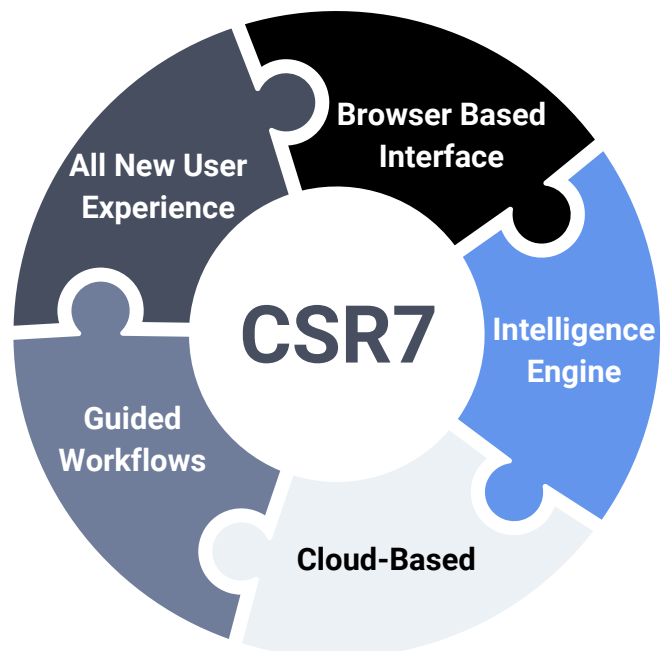
Backed by over **45 years of customer-driven innovation**, CSR7 has all the features and functions you expect from NorthStar in a **newly-designed, easy-to-use, web-based interface**. Available on any device, CSR7 is a secure and reliable place to store your community's personal and private account information.



CSR7's clutter-free, tabular design offers Customer Service Representatives (CSR) **streamlined account management without extra clicks, additional popups, or windows**. With CSR7's intelligence engine and guided workflows, CSRs can highlight critical current and historical information, reducing customer assistance time and improving service quality.

Designed by industry professionals and tested by CSR's, NorthStar's CSR7 allows you to:

- Find the right information with fewer clicks
- Increase first contact resolution
- Create process automation
- Maximize efficiency and productivity
- Improve response, resolution and handling times



Why Do Utilities Need CSR7?

Better Performance

- **Security and reliability of the cloud** keeps customer information safe.
- Handle even the most complex rate structures with **best of breed** software.
- Cloud-based **software** allows for easy upgrades with no custom programming required.
- Benefit from NorthStar's **years of implementation experience and industry knowledge**.

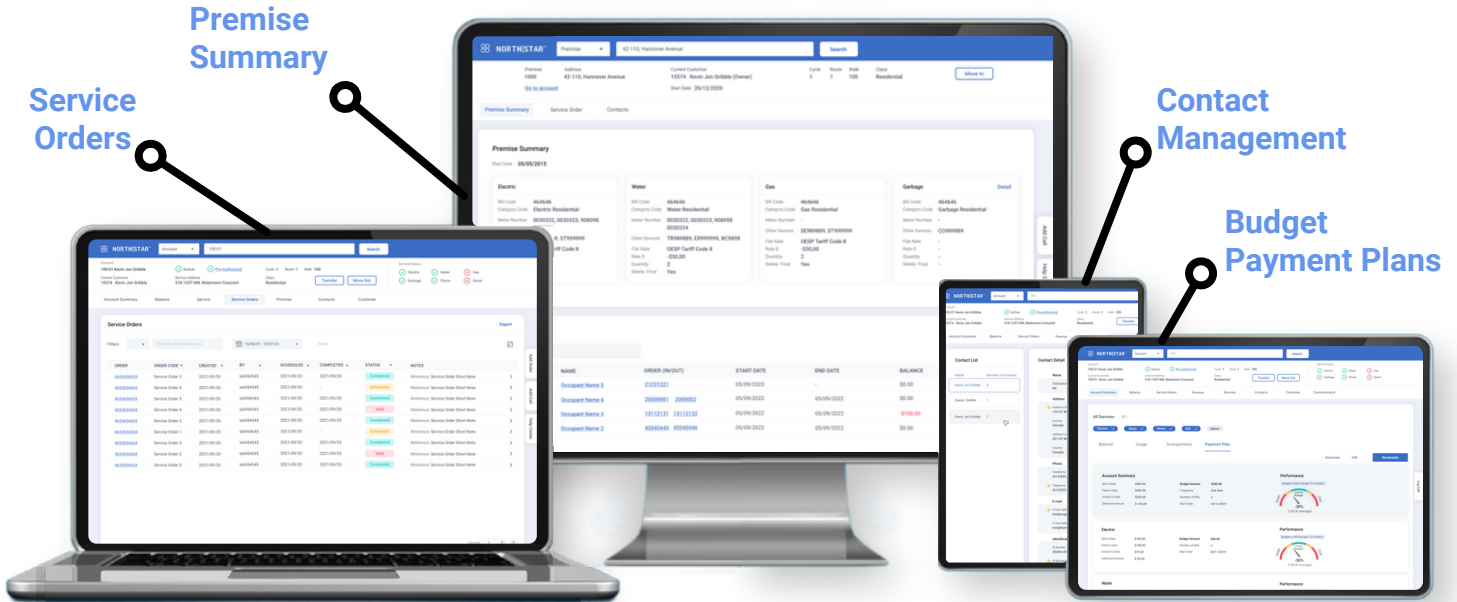
More Convenience

- Organize, access, and track account management with account-, premise-, and user-defined access to **serve customers quickly** and efficiently.
- Focus on customers' needs with a **360° view of critical customer and account information**.
- Reduce training and knowledge transfer with an **easy-to-use** and intuitive interface, **guided workflows**, and **in-app resource center**.

Improved Experience

- See important information at a glance within widgets, across a **tabular design**.
- Manage accounts effortlessly with **built-in guided workflows** for tasks like service orders, account creation, move-ins, move-outs, service transfers, and payment arrangements.
- Pinpoint critical information quickly with the **Global Search feature** and **Intelligence Engine**.
- Reduce data entry and give all essential personnel needed contact data with the **contact management system**.

CSR7 makes finding and updating information frictionless, ultimately saving time on tasks and improving your customers experience.



See what CSR7 can do for you.

Contact the NorthStar Sales Team and schedule a demo today!

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