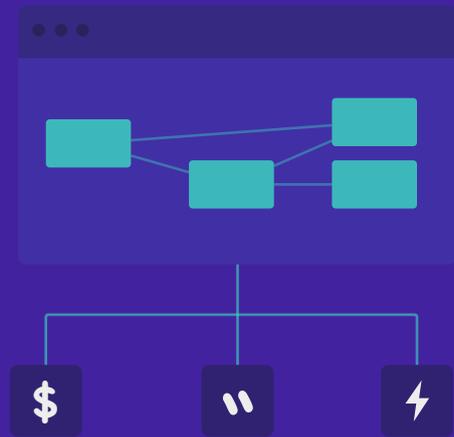


Become a data driven, customer-centric Utilities leader

CloudSense helps Energy and Utility providers drive profitable sales across all channels and deliver seamless customer experiences with an all-in-one sales and customer engagement platform.



Accelerate sales, protect margins and diversify revenue in a decarbonized, decentralized and digital-first Energy world with CloudSense

Faster, efficient & profitable selling

Generate accurate quotes at speed. Give customers personalized offers in minutes with a fast, frictionless and omnichannel Quote-to-Contract process while optimizing deal margins.

Unlimited agility, rapid time to market

Model, create and launch new products, pricing and business models in hours – not months. Bundle multi-service offerings with commodity, non-commodity products and services from a single unified catalog.

Seamless fulfillment & service

Automate order fulfillment, integrate downstream operations and get a 360° view of all customer information, orders, products and services across the customer lifecycle in one place.



“CloudSense has seamlessly extended Salesforce, enabling us to improve our accuracy and provide a joined-up, customer-centric service all the way from quotes and the delivery of orders, right through to our eCommerce offering.”

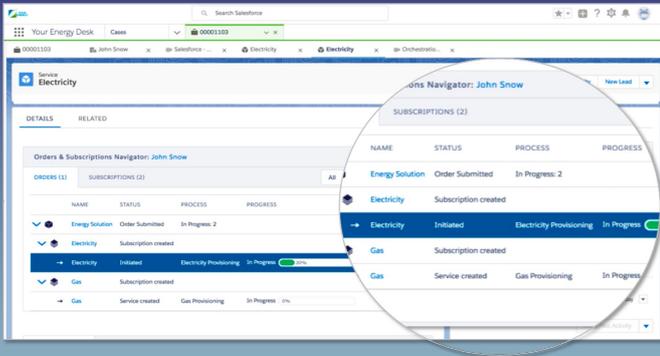
Natalie Davies - Head of Customer Experience

+10%
Increase in online sales

-94%
Reduction in order fulfillment time

Months → Days
To launch new commercial offerings

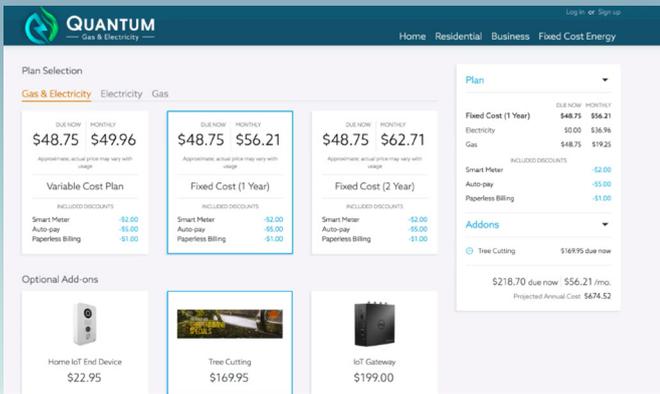
Deliver frictionless digital sales experiences to your entire customer base - from C&I to Residential



For Commercial & Industrial (C&I) customers

Accelerate complex enterprise sales and protect margins

Arm your account managers and partners with one digital platform to easily quote multi-site, multi-commodity deals with complex pricing in minutes. CloudSense lets you automate the end-to-end process from quotes and contracts, to orders and billing, while maximizing profit and protecting margins.



For Residential customers

Deliver seamless omnichannel commerce experiences

Create simple, effortless and digital-first customer experiences for residential customers. Gain and retain more customers with personalized offers, value-added services and bundles through self-service eCommerce and self-care experiences.



BritishGas field service agents can now quickly recommend and quote the best boiler solutions to customers using CloudSense

+20%
increase in quotation rate per sales rep

+4%
increase in order value (£15 million)

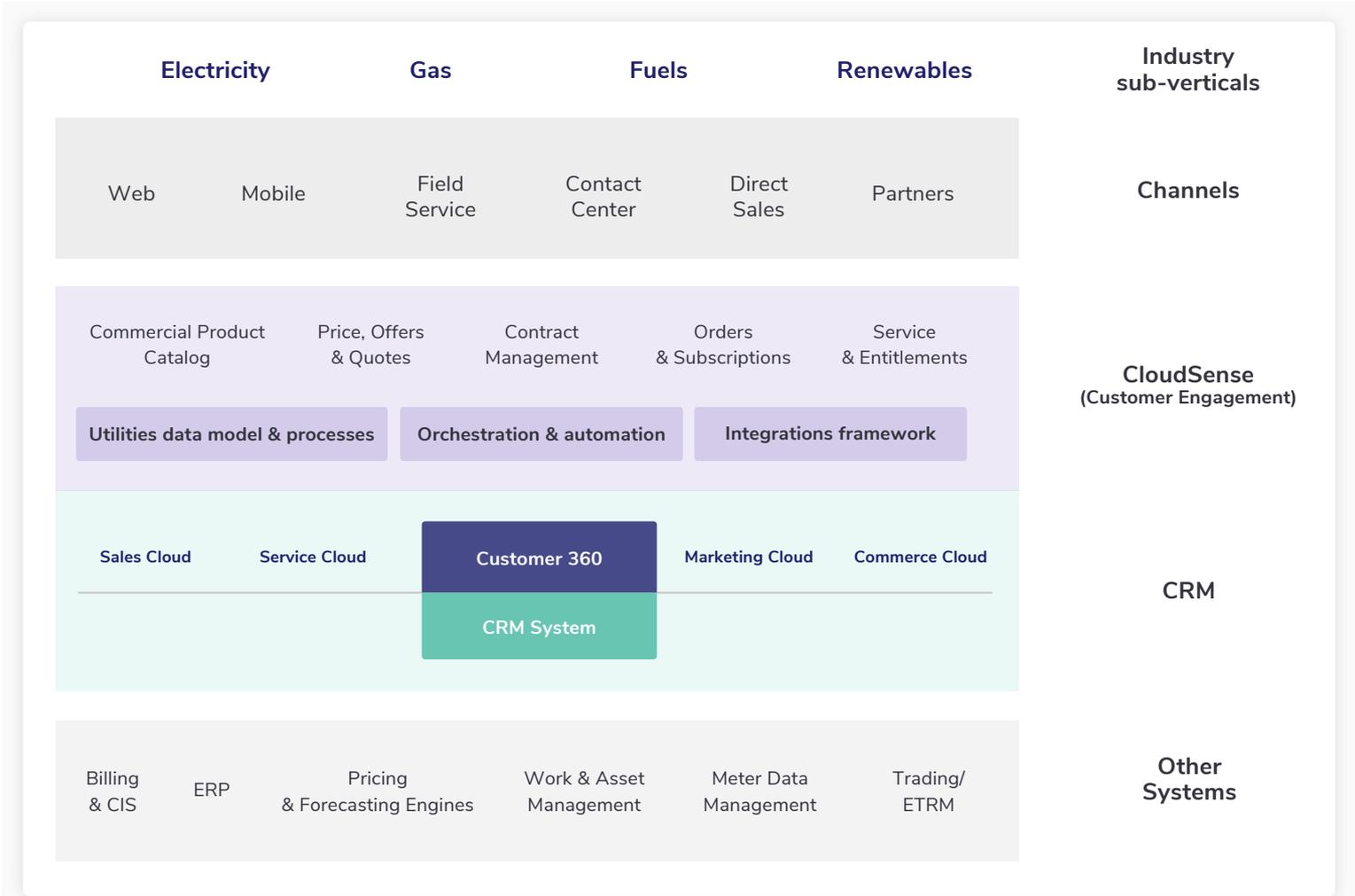


EDF replaced their legacy CRM/CPQ systems and transformed the customer experience across B2B and B2C with CloudSense

Achieved
a single view of the customer

Improved
sales effectiveness and efficiency

All-in-one omnichannel sales and customer engagement platform built for Energy & Utilities



Become truly customer centric

Unify the complete customer journey from lead-to-cash across all channels



Accelerate time to market

Launch new products and services faster with a simplified catalog and centralized data model



Automate fulfillment and change processes

Orchestrate delivery and fulfill energy services, subscriptions and physical goods in one system



Streamline your IT stack - lower your TCO

Consolidate, integrate with, or retire legacy systems innovate faster in the cloud



Reduce your cost to serve

Let customers self-serve to cut call center workloads and average handling times



Improve customer & employee experiences

Deploy digital-first experiences for every interaction across the customer lifecycle

See CloudSense for Utilities in action

Watch demo