

Customer Briefing Note 001

Edge Overview

Edge Background

Edge is our flag-ship web-based software solution for retail water and waste services suppliers in the UK.

Edge has been designed and built from first principles to provide a complete “Business in a Box” for both established and new entrant Licensed Providers.

The Edge system allows seamless operations across the UK – in both the Scottish and English markets.

Edge runs on the Microsoft “Azure” cloud platform, and provides unrivalled flexibility, security and availability.

Deployment of Edge is quick and easy, whether you are a new start or the largest water company in the country.

Competitive Edge for Water Markets

We have spoken to many water and waste supply companies about the new competitive market. One thing is clear; to compete effectively in the competitive water and waste retail market, it is necessary to have the very best and leanest business processes, customer service teams and supporting software.

This is where Cloudwater Edge comes in.

Edge has been designed and built from first principles to provide a complete “Business in a Box” for both established and new entrant Licensed Providers.

The Edge team has been assembled with sole purpose of designing, developing and supporting the finest competitive water management software solution.

Leading Edge Infrastructure

The Edge system has been carefully designed and developed using the very latest tools and techniques to ensure that the solution provides the best performance and availability and will continue to deliver for many years to come.

The Edge Solution has been designed for deployment via the Microsoft Azure Cloud infrastructure.

This provides:

- Rapid Deployment
- No up-front infrastructure costs / support costs
- Maximum system availability (>99.9%)



- Secure – robust built in security
- Competitive Pricing Model
- Scalable Volumetrics
- System Resilience and support from Microsoft

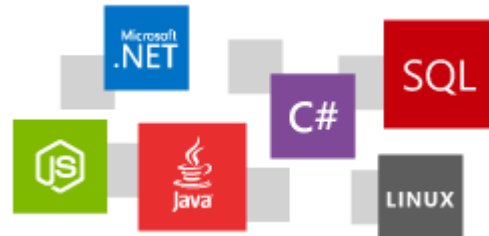
Azure runs on a growing global network of Microsoft managed datacentres providing a wide range of performance options for Edge.

Cutting Edge Development technologies

Edge has been designed using the very latest “future-proofed” technologies from Microsoft, to complement the cloud-based infrastructure.

The core development technologies used in the Edge solution are:

- SQL Server 2014 Enterprise database
- ASP.Net and MVC5 (Model-View-Controller)
- jQuery / HTML5 / CSS3
- C# 5.0
- .Net 4.5.1
- Entity Framework 6.0.1



The Edge system will operate with all mainstream browsers, and will work seamlessly on PC's, Macs, Tablets, Smartphones etc.

Edge is compatible with the latest mainstream web browsers. However, we recommend the latest versions of:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome



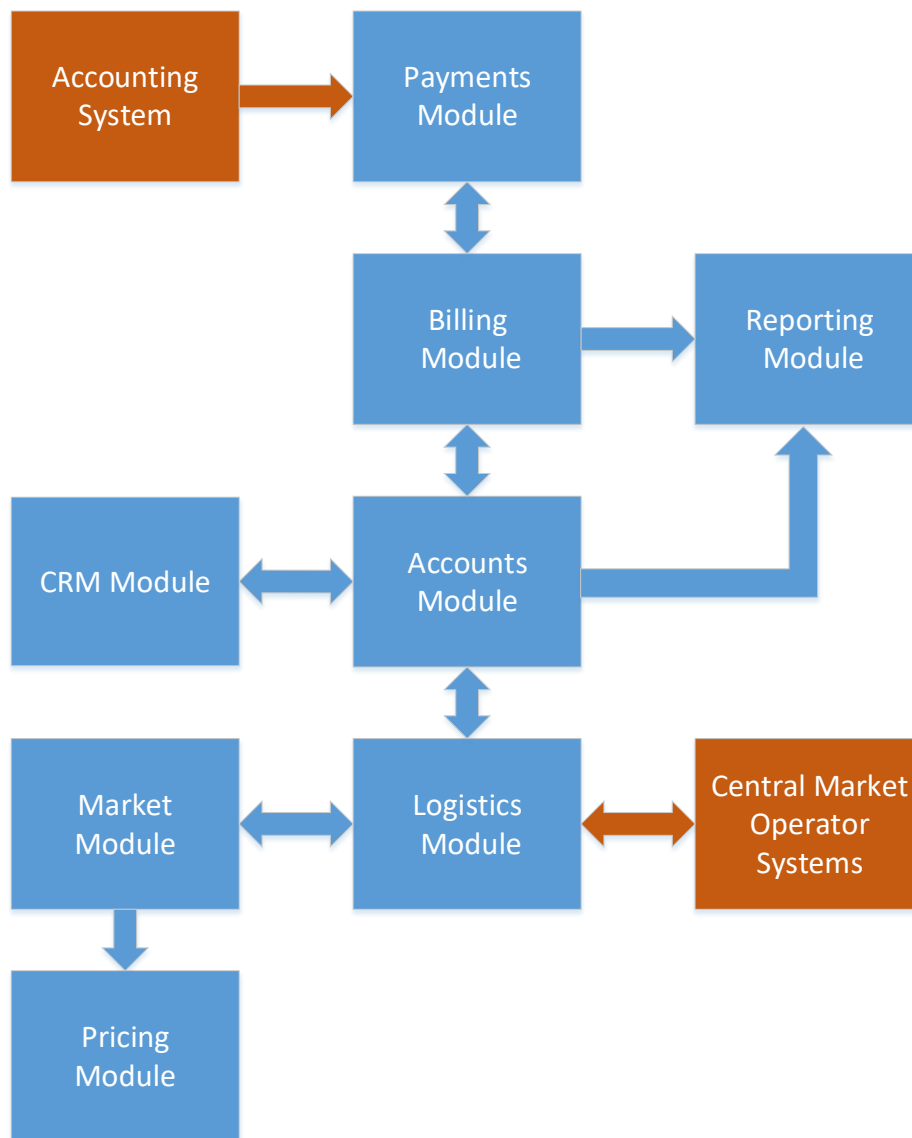
User access security is a primary concern for users of Edge. Accordingly, we have given access security the highest priority and have incorporated bank standard security using SSL certification from Symantec.



Inside Edge for everything that you need

The Edge solution comprises several integrated software modules:

- Market Module
- Pricing Module
- Accounts Module
- Billing Module
- Payment Module
- Logistics Module
- Reporting Module
- CRM Module



Edge also provides interfaces to allow integration with external systems such as the Central Market Operator systems (CMA and MOSL), Accounting systems, external CRM systems or external Reporting systems.

Outside Edge for great support

Of course, having the best competitive water management software running on the best cloud-based infrastructure is great – but it is not enough to guarantee success.

To guarantee success in the UK competitive water market you need more than a great software solution. You need the best of everything. This includes

- Edge Software Support – our UK based support team are experts in the use of Edge and will assist you with any issue relating to software support
- Edge Training – it is critical that you get the training that you need when you need it – at the start of your Edge journey and at any time after that. Our UK based trainers are experienced practitioners in the UK competitive water market and are experts in the delivery of Edge training
- Operational Support – our team of competitive water business service experts can assist you with all your day-to-day operations, whether it is answering customer billing queries or resolving complex metering exchanges.
- Consultancy Support – if you need specialist advice on the competitive water industry, ranging from corporate strategy to tactical operations, our consultancy team is here to help.

Related Customer Briefing Notes (CBN's)

You may also be interested in these related CBN's

- CBN001: "Edge Overview"
- CBN002: "ADC Billing"
- CBN003: "Volumetric Adjustment"
- CBN004: "Metered Billing"
- CBN005: "Block Tariffs"
- CBN006: "Consolidated Billing"
- CBN007: "Published Tariffs"
- CBN008: "Manual and Automated Billing"
- CBN009: "Bill Output Formats"
- CBN010: "Market Transactions and Data Items"
- CBN011: "Integrated Transaction Management"
- CBN012: "Bitemporal Updates"
- CBN013: "Market Data Set"
- CBN014: "Market Pricing"
- CBN015: "SPID Transfers"

- CBN016: "CRM Module"
- CBN017: "Data Quality"
- CBN018: "Meter Reading Management"
- CBN019: "Sub Meters and Complex Metering"
- CBN020: "Meter Exchange Management"
- CBN021: "Trade Effluent"

Further Information

If you require further information on any aspect of the Edge solution, please contact us at:

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