

Engage – Intelligence – Notify

Crafting Experience where every Consumer Matters

Deepen engagement with your consumers by unveiling the benefits of UGO Consumer app and web portal which offers your consumers, an ability to self-serve and pay their bill in a way that is best for them. With real-time usage information, alerts and personalized insights, we empowers consumers to take control of bills and safety.



Key Features



User-friendly Interface

Easily diagnose and correct wasteful usage patterns, set goals to reduce consumption, monitor progress.



Quick Pay

Lets you pay your utility bill without having to write a check or wait in line via UPI, wallet, Net banking etc.



Energy Control

Customers can analyze which rates or programs may be best for them based on their historical energy profile.



Requests

Raise complaints and track requests status like load enhancement, meter testing etc. and pay related fees online.



Unified Application

Manage multiple accounts and connection of electricity, water & gas in single application whether postpaid or prepaid.



Trust Reading

Consumers capture readings via OCR, seamlessly sharing with utility system for swift bill generation, thus saving time and money.



Outage/Camp alerts

Timely notifications for addressing outage info for proactive measures by consumers and hassle free bill payments.



Feedback

Rate the experience of MR, bill and services to share and improve the existing facilities and improve satisfaction.



Energy-saving Tips

Programs and initiatives recommending energy saving methods to consumers for avoiding high bills and avail benefits.



Integration

Integration with consumer portals of other vendors as well, including numerous CIS providers.



Inventive Software Solutions (P) Ltd.

Registered Office : 607, Prateek Centre, Sanjay Place, Agra- 282 002 (U.P.) INDIA

Corporate Office : B-14, Ground Floor Sector 67, Noida- 201301 (U.P.) INDIA

+91 95280 27738, +91 98112 00902

www.insolutions.in marketing@insolutions.in, info@insolutions.in

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