



Intedata Systems has provided utility billing software and services since 1986. This is what we do, and this is all we do. We know from experience that utility billing software can be confusing, complicated, and frustrating. However, experience has also taught us that it doesn't have to be this way. We make it simple and straight-forward.

## SOFTWater

Our **billing and management software** is the foundation of our products that integrate seamlessly to make a flexible and user-friendly pack-age. Years of ongoing research and development have created a product that:

- Bills water, sewer, sanitation, gas, or electric
- Supports flexible billing schedules & rates
- Can bill for multiple companies
- Can combine multiple meters on one bill
- Is a Service Order based workflow
- Has many search programs & criteria
- Has NACHA compliant bank draft processing
- Handles Installment payment plans
- Manages delinquent accounts
- Saves extensive online history
- Has Customer Notes and Reminders
- Features utilities for global changes

## SOFTRead

Our **route management system** is designed for ease of use in the field and in the office. When you use the Workabout Pro 4 handheld with *SOFTRead CE* installed, meter reading is easy and efficient. *SOFTRead CE* features include:

- On-the-spot error checking
- Alarms for high, low, or roll-over readings
- Automatic walk sequence updates
- Trouble Codes to speed up note entry
- Route/Book status counts
- Onboard Help screens

The *SOFTRead for PC* interface supports all the major reading systems: Badger, Neptune, Sensus, etc., as well as our *SOFTRead CE* reading system. Importing meter readings to *SOFTWater* is fast and easy! Some features are:

- Easy to learn and use
- Improves accuracy to reduce rereads
- Reports reader and route efficiency
- Reporting for Unread/High/Low meters etc.

## SOFTBillPay

Save billing time, cost of forms, and postage by adding our **online bill presentment and payment program** to your *SOFTWater* system. You will have a website for your customers to access their bills and history, as well as make online payments with their credit or debit card. Their payments are then downloaded and automatically posted to your *SOFTWater* accounts!

- Customers can access their account information 24/7
- Customers get email reminders when they have a new bill available
- Customers can add multiple accounts to their online access to view and pay in one place
- Customers love the online convenience!

## SOFTtelPay

Even if you don't use *SOFTBillPay* for online billing, you can still offer your customers the ability to **pay by credit/debit card by phone or online**. Accepting credit card payments used to mean you needed your own merchant account and paid huge fees for that ability. Not with our *SOFTtelPay* service! Payments go through our merchant account and your customer simply pays a small fee to use the service.

- Accepts Mastercard, Visa, & Discover
- Available to your customers 24/7
- Email notification of your payments
- No transaction costs to you
- Payments download & post to *SOFTWater*
- Funds deposited to your account promptly
- Reduces late payments & shut-offs

# Unmatched, Dedicated Support

## WHAT SETS US APART

Intedata Systems has provided utility billing software and services since 1986. This is what we do, and this is *all* we do. We know from experience that utility billing, payments, and management can be confusing, complicated, and frustrating. But experience has also taught us that it doesn't have to be that way. We make it simple and straight-forward. Our company philosophy is also simple: give the client more than they expect and treat everyone as a friend.

Each member of our support staff is dedicated and experienced, with an average of more than 15 years of supporting our products. We work with customers from all over the USA--from coast to coast. We want you to ask questions, because we want you to succeed. And we answer those questions in plain English, not technical jargon. We believe in commitment to quality products, quality services, and putting your needs first.

Software support is not required but is highly recommended. Our staff is always standing by to answer your questions or help you fix mistakes. Support is your insurance policy for help that is only a toll-free call away. Included with your support are free software updates and free ground shipping on your form purchases.

Come join our team of loyal customers, and find out just how easy utility billing can be! Put our innovative software and dedicated support to work for you!

## Additional Services Offered

### TRAINING-

Maximize the benefits of your software investment with our training program. It will help you quickly learn *SOFTWater* and it's many features, alleviating the few or the unknown. Our friendly training expert will put you at ease and give you the knowledge and confidence you need to succeed. You can choose training at your office, at our location, or online training by the hour when you need a refresher course.

### CASS CERTIFICATION-

Take advantage of the automation discounts offered by USPS. We process your customer addresses for you, verifying them with the latest postal service database and providing the required reports. *SOFTWater* makes sending and receiving your address data easy with its built-in CASS utility. It will even remind you when it's time to send your file for processing again!

### DATA CONVERSION-

A data conversion from your old software may be needed when the number of records is too large for your in-house resources. Our programming staff is available to do this for you, depending on the data and format available.



### REMOTE BACKUP PLUS-

Protect your precious *SOFTWater* data from hardware failure, viruses, theft, natural disasters, or human error. Remote Backup Plus gives you additional storage space for your remote backups. Then when needed, the backups are seamlessly restored to *SOFTWater*.

### EMERGENCY BILLING SERVICES-

We can promptly process your billing, print, and/or mail your bills in the event of a hardware failure, personnel absences, fire, or other natural disasters.

### POSTCARD BILL FORMS-

We stock the postcard bills designed for your *SOFTWater* billing. They are available in four different colors: blue, pink, lavender, and green. Just call or email us to place your order and we will ship them to you promptly by UPS.

## ACCESSORIES



### Workabout Pro Handheld

- Designed for ease of use and portability
- Rugged design to withstand operation in tough environments
- Full VGA color touch screen display
- Windows CE 6.0 operating system
- 1 GHz Processor, 4 GB Flash ROM, 512 RAM
- High capacity lithium-ion rechargeable battery
- Alpha-numeric backlit keyboard
- Ergonomic design with security handstrap for one-hand operation
- Comes pre-loaded with SOFTRead CE.NET meter reading software



### BENEFICIAL ADD-ONS



### Point of Sale Receipt Printer

- Print customer receipts automatically
- Impact printer prints 4 lines per second on a 3-inch wide roll paper
- Small footprint allows for horizontal or vertical use
- Connects via USB
- Semi-automatic paper loading
- Built-in universal power supply
- Peripheral driver for cash drawer



### Electronic Cash Drawer

- Constructed of 20 gauge unitized steel with stainless steel front panel
- "Tuffy 65" ABS plastic cash tray allows ¼ inch storage below
- Five bill and five coin compartments
- Keyed drawer opens electronically and has an open/closed drawer detector switch
- Easy set-up – RJ-11 connection plugs into rear driver of Star printers



### Laser Bar Code Scanner

- Handheld laser scanner from Symbol Technologies
- Superior performance at a distance up to 17 inches
- Excellent reliability and user-friendly ergonomics
- No setup required- plug into USB and ready to go
- Full payments are posted in blink of an eye
- Five-year manufacturer's warranty

# SYSTEM REQUIREMENTS

## NETWORK OR SINGLE-USER

### CLIENT-SERVER NETWORK SYSTEMS (Minimum Requirements)

#### •SERVER:

- Intel compatible processor
- Windows Server 2008 R2 or higher
- Must be on a Domain
- Installed TCP/IP protocol
- 20 GB minimum free space on the installed hard drive
- 50 MB on system drive (typically C:) plus 400 MB for .NET (if not already installed)
- Minimum 2 GB RAM for 32-bit systems and 4 GB RAM for 64-bit systems

• *Note: The network and networking hardware must be set up by an IT professional.*

#### •CLIENTS:

- Intel compatible processor
- 32-bit or 64-bit version of Windows 7 Professional or Windows 10 Professional
- Must be on the same Domain as the Server
- Installed TCP/IP protocol
- 20 GB minimum free space on the installed hard drive
- 50 GB on system drive (typically C:) plus 400 MB for .NET (if not already installed)
- Minimum 2 GB RAM for 32-bit systems and 4 GB RAM for 64-bit systems

### PEER-TO-PEER SYSTEMS (Minimum for Both Host & Client)

- Intel compatible processor (1 GHz minimum)
- 32 or 64-bit version of Windows 7 Professional or 10 Professional. The Host must be the same or better than the Client.
- 20 GB minimum free space on the hard drive
- 50 MB on C: plus 400 MG for .NET (if not already installed)
- 256 MB RAM (above operating system requirements). We recommend 2 GB RAM for 32-bit systems and 4 GB RAM for 64-bit systems.
- All PCs be on the same workgroup with a unique name, not called "Workgroup".

• *Note: The network and hardware must be set up by an IT professional.*

### SINGLE-USER SYSTEMS (Minimum Requirements)

- Intel compatible processor
- 32 or 64-bit version of Windows 7 Professional or 10 Professional
- 20 GB minimum free space on the hard drive
- 50 MB on C: plus 400 MB for .NET (if not already installed)
- Minimum 2 GB RAM for 32-bit systems and 4 GB RAM for 64-bit systems

### ADDITIONAL RECOMMENDATIONS

#### •LASER PRINTER

- For SOFTWater backups, use one of the following: USB Flash Drive, External Hard Drive, or Shared Network Drive.

• *If you plan to use postcard bills, your printer must be able to print on legal-sized paper and handle a high printing volume on card stock. We have no specific laser printer brand/model recommendations; although we do not recommend multi-function printers for bill printing.*