



ENACT SYSTEMS Reveals New Module for Solar Customer Management

Customer portal improves self-service and reduces service costs for installers.

SAN RAMON, CA, UNITED STATES, May 16, 2017 /EINPresswire.com/ -- Scottsdale, AZ, May 16, 2017. ENACT SYSTEMS, the leading end-to-end business process automation platform for distributed solar projects, is revealing a new module today for solar customer management at the Solar Software Summit (S3) hosted by Greentech Media.

ENACT's new Customer Management portal, offers solar end-customers a single portal to track their solar journey. Before the installation is complete, all relevant project document workflow is now tracked on this portal, directly integrated to their installer's workflow and proposal engine. And after project completion, this new module continuously reports solar savings both in terms of dollars and kWh – communicating seamlessly with the solar inverter or monitoring unit.

“When solar customers have problems during or after their purchase, they expect fast resolution and a simple engagement process. They prefer multiple engagement methods, from self_service online to direct engagement with service agents over their choice of phone, email, or chat, etc.”, said Jyoti Jain, VP of Product Management, at ENACT SYSTEMS.

“ENACT's new module enables installers using the ENACT platform to provide the highest levels of customer service. When I buy a system that costs me thousands of dollars, I want a direct interface with the installer I am purchasing it from and not be directed to an inverter monitoring portal. Our approach aims to improve installer-customer engagement while reducing service costs for installers”, she added.

The Solar Sales and installation process is long, with over 17 steps even for a typical residential project. Starting with first contact and proposal, that eventually leads to an installation contract, there are several steps for financing approval, permitting and final interconnection. Managing customer service costs linked to such engagement is a significant part of reducing solar soft costs, that plagues US solar industry – more than 50% of the total installed price is now ascribed to soft costs. ENACT's new Customer Management module is expected for final full market launch at the end of Q2 2017.

About ENACT SYSTEMS INC.

ENACT's end-to-end software platform focuses on lowering customer acquisition, operational and financing costs for solar developers, installers, distributors and solar project financiers. ENACT's platform also provides marketplace and analytics services for a range of stakeholders and has won two awards from the U.S. Department of Energy's SunShot Initiative for its research and development. For questions and media inquiries, please contact: marketing@enact-systems.com

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