



ATCO I-Tek is a part of the ATCO Group of Companies. ATCO Group, with more than 7,500 employees and assets of approximately \$9.9 billion, delivers service excellence and innovative business solutions worldwide with leading companies engaged in Utilities (pipelines, natural gas and electricity transmission and distribution), Energy (power generation, natural gas gathering, processing, storage and liquids extraction), Structures & Logistics (manufacturing, logistics and noise abatement) and Technologies (business systems solutions).

ATCO I-Tek delivers exceptional billing flexibility, superior customer care, and reliable information technology solutions to a diverse group of clients that operate in Canada, the United States, and around the world.

Headquartered in Edmonton, this disciplined business-to-business service provider has proven processes and controls. ATCO I-Tek provides the people, processes and technology to help clients meet critical business needs.

Flexible Utility Billing and Exceptional Customer Care

ATCO I-Tek's experience in regulated and deregulated energy markets and its flexible billing system provide a significant benefit to retail, distribution and integrated utility clients. The company offers end-to-end services – call centre, billing, payment processing, and credit and collections – in one of the most complex industry structures in North America.

ATCO I-Tek manages approximately 2.4 million customer relationships, answers more than 1.8 million customer calls, produces approximately 11.8 million statements, processes more than 10.6 million payments and collects more than \$3.4 billion on behalf of clients each year.

End-to-end Information Technology Solutions

ATCO I-Tek provides the people, processes, technology and applications to help clients achieve business goals, improve productivity, manage IT costs, and improve IT security and asset management. The company offers full lifecycle management for a diverse suite of services and technologies including: workstation, server, network and security services; mobile workforce solutions; voice systems; infrastructure planning and implementation and technical support.

Clients also benefit from ATCO I-Tek's expertise in business application strategy, architecture, development, integration, maintenance and enhancement. ATCO I-Tek supports more than 900 desktop and specialized business applications.

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