ABOUT HANSEN

USED IN MORE THAN 80 COUNTRIES, HANSEN PROVIDES CUSTOMERS WITH INDUSTRY-SPECIFIC SOFTWARE SOLUTIONS AND EXPERTISE TO GROW THEIR PROFITS, ENABLE COMMERCIAL AGILITY AND PROVIDE EXCEPTIONAL CUSTOMER EXPERIENCES.

Skip to content

ABOUT HANSEN

Hansen (ASX: HSN) is a global provider of software and services to the energy & utilities and communications & media industries. With our award-winning software suite, we help customers operating in more than 80 countries to create and deliver

new products and services, engage with customers, and control and manage critical revenue management and customer support processes.

We are a culture of persistent problem solvers, together on a journey with our customers striking the right balance between the legacy and future advancements. Striving for infinite progression, rather than the perfect destination, our philosophy is rooted in the belief that incremental innovation and co-development, together with our customers, is the pragmatic path forward rather than over-hyped large-scale disruptions.

OUR MISSION

Utilities and telecoms are two industries that are rapidly transforming from delivering "just essentials" to delivering energy and connected experiences. These things are the foundation of our next society.

At Hansen we play a pivotal role in this. We are the essential ingredient in our customers' commercial business model, providing them the ability to create and deliver these essential services, charge for them, and establish and maintain lasting financial relationships with their end customers

Our mission and resulting promise to our customers is simple:

To provide industry-leading software and expertise, that enables our customers to capitalise on commercial opportunities while upholding the highest standards of data privacy, cybersecurity, sustainability, and ethical practices; and contributing positively to the communities we operate in.

LEADERSHIP

Hansen's executive team possesses more than 100 years of expertise and experience in communications, IT, business process and executive management.

BOARD MEMBERS

The Hansen board possesses wide expertise and experience in accounting, law, communications, IT, business processes and executive management.

DAVID TRUDE

CHAIR

GLOBAL GENERAL CHIEF EXECUTIVE OFFICER NON EXECUTIVE DIRECTOR SECRETARY

THE HANSEN WAY. OUR VALUES.

ONE UNITED TEAM

Sharing knowledge and leveraging our global experience. An environment that encourages innovation and facilitates openness and transparency.

TREAT IT LIKE ITS YOUR OWN

Make business decisions with the same level of considerations you would if you were making them for yourself.

PEOPLE AND FAMILY

Caring about others, being respectful, treating others like you want to be treated. Genuinely embracing our differences, like family.

Focused on understanding the customer's needs & being passionate about delivering an exceptional customer experience.

CORPORATE FACTS

IMPACT

72M+

Energy and Utilities end-customers served

TRANSACTIONS

6M

Telecoms orders processed daily

REACH

80+

Countries where customers are using our software or services

HANSEN HISTORY

Founded in 1971, Hansen is a global provider of software and services, serving the most demanding energy and communications brands around the world.

Our early origins were in the management of customer and organisational data. As a pioneer in providing some of the first web-based self-service and browser- based customer care solutions to the market we have continued to hone our software to enable energy and communications service providers to create new products and services, deliver them flawlessly, and engage customers with excellence – powered by the Hansen Suite of software applications.

Over the decades we have grown exponentially through several progressive and strategic acquisitions that have expanded our geographic scope and enhanced the business of our valued customers.

Today we have customers and people spanning the globe, focused locally on market nuances and regulations along with global trends and transformations. We are actively involved in industry forums and leading industry events as we seek to advance the opportunities for our customers and the experiences and services they delivery to their customers.

We are proud to be consistently recognised by the industry analysts and our customers for our innovative approach to solutions, the expertise of our people and the customer service they deliver as trusted advisors.

HANSEN
STANDARDS & CERTIFICATIONS

As a global organisation supporting customers in various jurisdictions, Hansen is certified to multiple standards in accordance with customer and industry requirements, including:

- ISO9001 Quality Management System Certification at selected sites for the design, development, delivery and maintenance of billing and energy market connectivity software solutions, data centre hosting and information technology outsourcing. Delivery and IT service teams at sites currently without this certification use the same processes, tools and governance as certified sites. Hansen continues to expand the number of sites that formally meet this certification.
- ISO27001 Information Security Management System Certification at selected sites, covering the operation and maintenance of Hansen's Data Centre, the security of the associated communications and the design, development, support and hosting of software solutions with related consultancy. Hansen teams at all company sites fall under the same

ISO27001-based security management and governance practice. Hansen continues to expand the number of sites that formally meet this certification.

- SOC 1 Type 2 and SOC 2 Type 2 independent audit report for selected Hansen solutions to meet regulatory requirements.
- ISEA3402 Type 2 and CMMI certification have been achieved at points in time by Hansen to support specific customer projects and product development efforts.
- ITIL methodology is the basis for the provision of Hansen services.

CONTACT HANSEN

Contact us for any further inquiries.

CONTACT US(HTTPS://WWW.HANSENCX.COM/CONTACT/)

OFFERINGS

Hansen Suite (https://www.hansencx.com/hansen-suite/)

Energy and Utilities (https://www.hansencx.com/hansen-suite/energy-and-utilities/)

Hansen CIS (https://www.hansencx.com/hansen-suite/energy-and-utilities/hansen-cis/)

Hansen MDM (https://www.hansencx.com/hansen-suite/energy-and-utilities/hansen-mdm/)

Hansen EDM (https://www.hansencx.com/hansen-suite/energy-and-utilities/hansen-edm/)

Hansen Trade (https://www.hansencx.com/hansen-suite/energy-and-utilities/hansen-trade/)

Hansen Catalog (https://www.hansencx.com/hansen-suite/energy-and-utilities/hansen-catalog-for-utilities/)

Hansen CPQ (https://www.hansencx.com/hansen-suite/energy-and-utilities/hansen-cpq-for-utilities/)

Hansen Market-Message (https://www.hansencx.com/hansen-suite/energy-and-utilities/hansen-market-message/)

Communications (https://www.hansencx.com/hansen-suite/commerical-agility-for-communications-services-providers/)

Hansen Catalog (https://www.hansencx.com/hansen-suite/commerical-agility-for-communications-services-providers/hansen-catalog-for-csps/)

Hansen CPQ (https://www.hansencx.com/hansen-suite/commerical-agility-for-communications-services-providers/hansen-cpq-for-csps/)

Hansen OM (https://www.hansencx.com/hansen-suite/commerical-agility-for-communications-services-providers/hansen-om/)

Hansen CCB (https://www.hansencx.com/hansen-ccb-all-in-one-digital-bss/)

Hansen Provision (https://www.hansencx.com/hansen-suite/commerical-agility-for-communications-services-providers/hansen-provision/)

Hansen Portfolio (https://www.hansencx.com/hansen-suite/commerical-agility-for-communications-services-providers/hansen-portfolio/)

SOLUTIONS

Energy and Utilities (https://www.hansencx.com/hansen-energy-and-utilities-solutions/)

AI Agent for Call Centres (https://www.hansencx.com/ai-virtual-agent/)

Community Solar (https://www.hansencx.com/hansen-energy-and-utilities-solutions/community-solar/)

Optimise Short-Term Power Trading (https://www.hansencx.com/hansen-energy-and-utilities-solutions/short-term-ai-power-trading/)

Communications and Media (https://www.hansencx.com/hansen-communications-solutions/)

Ready for 5G (https://www.hansencx.com/hansen-communications-solutions/5g-now/)

Enabling IoT Business (https://www.hansencx.com/hansen-communications-solutions/enabling-iot-businesses/)

B2B Complexity (https://www.hansencx.com/hansen-communications-solutions/hansen-for-b2b-complexity/)

Omni-Channel Commerce (https://www.hansencx.com/hansen-communications-solutions/hansen-for-omni-channel-commerce/)

SERVICES

Software Product Services (https://www.hansencx.com/software-product-services/)

Cloud and Hosting (https://www.hansencx.com/cloud-and-hosting/)

Managed Services (https://www.hansencx.com/managed-services/)

Data Protection (https://www.hansencx.com/managed-services/data-protection-disaster-recovery/)

COMPANY

About Hansen (https://www.hansencx.com/about-hansen/)

Our Mission (/about-hansen/#our-mission)

Our Values (/about-hansen/#our-values)

Leadership (/about-hansen/#leadership)

History (/about-hansen/#history)

Standards and Certification (/about-hansen/#standards-and-certifications)

Corporate Sustainability (https://www.hansencx.com/corporate-sustainability/)

Investor Relations (https://www.hansencx.com/investor-relations/)

Partners (https://www.hansencx.com/partners/)

Newsroom (https://www.hansencx.com/news/)

CAREERS

Life at Hansen (https://www.hansencx.com/careers/life-at-hansen/)

Open Positions (https://eoja.fa.ap1.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX/)

Recruitment Fraud (https://www.hansencx.com/careers/recruitment-fraud/)

(https://www.hansencx.com/)

 (https://www.facebook.com/hansentechnologies/)

 (https://www.instagram.com/hansen_technologies/)

 (https://www.linkedin.com/company/hansen-technologies/)

 (https://twitter.com/Hansen_Tech) (https://vimeo.com/hansenpowerthenext)

 (https://www.youtube.com/channel/UC-L5m9Zcdg2mfHSjvoV262w)